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| **Richard Hunter Palkovics**  480.238.1045 | [rpalkovics97@gmail.com](mailto:rpalkovics97@gmail.com) | [LinkedIn](https://www.linkedin.com/in/richard-h-palkovics-7b4949196/) | | | |
| **User Technology Specialist**  Technical Support | Customer Support | Software Troubleshooting  Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:** | | | |
| * Help Desk Ticketing Systems * Problem Diagnosis * Technical Troubleshooting | | * Phone & Online Support * Office 365 Support | * Customer Service * Complaint Handling |
| **Technology Proficiencies** | | | |
| **Ticketing:** | ServiceNow, Jira, Service Desk, Remedyforce | | |
| **Software:** | Active Directory, Microsoft Endpoint Configuration Manager, Office 365, Outlook, Zoom | | |
| **Browsers:** | Google Chrome, Microsoft Edge, Mozilla Firefox | | |
| **Platforms:** | Windows 10 Enterprise, macOS, Android, iOS, Chrome OS | | |
| **projects** | | | |
| ***Windows Server 2022*** | **Hands-On Virtual Labs**   * Installed and setup VirtualBox, Windows Server 2022, linked clones, and RDP. * Added Windows 10 client machines to Windows Server 2022 domain. * Created and modified Active Directory template user accounts to hold various properties. * Configured Window Server 2022 domain settings, server name, TCP/IP settings, and remote desktop. * Created and linked Group Policy Objects (GPO) in Active Directory. | | | |
| **Work Experience** | | | |
| ***CONTRACT*** @**CITY OF PHOENIX POLICE DEPARTMENT**, Phoenix, AZ  User Technology Specialist 11/2022 – Present  Provided comprehensive level 2 IT support for Phoenix Police Department in a CJIS environment, encompassing end user and backend assistance. Performed operational maintenance, managed hardware, software inventory, and delivered support across helpdesk, systems, security, servers, and networks. Travel to various locations to provide technical support for computer systems, hardware, and software by troubleshooting, installing, and repairing while also maintaining positive relationships with end users.  **Key Contributions:**   * Managed **70%** of Imaging new devices. * Successfully spearheaded a **migration** project, seamlessly shifting desktops to laptops for a bureau. | | | |
| **COMPUCOM**, Chandler, AZ 6/2019 – 11/2022  **IT Support Specialist**  Delivered exceptional technical support to end-users, adeptly resolving intricate issues, and ensuring strong customer satisfaction. Provided helpdesk assistance, specializing in efficient password resets for users as well as remote troubleshooting. Collaborated with cross-functional teams to execute mass deployments across multiple locations. | | | |
| **Education & Credentials** | | | |
| [CompTIA A+](https://www.credly.com/badges/87b021b1-2bab-497a-bfb4-bc89aa00dc6d)  **CGCC-Web Development Certification**  **Chandler Gilbert Community College – Computer Science**  08/2020- Present | | | |
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