**Technical Skills:**

**Networking**: Cisco VPN (installs/support), Wi-Fi setup and configure routers.

**Hardware**: PC / server assembly and repair, digital Handheld Equipment such Smart Phones, and Blackberry

**Operating Systems**: Windows XP/ 7 / 8. MAC, IOS and Android.

**Applications/Tools**: Access, MS-Word, MS-Excel, MS-Front page, MS-PowerPoint, MS-

Publisher, MS Project, MS Exchange, MS Outlook, MS Visio. Citrix,

**Work Experience:**

**Methodist Hospital, Houston, TX - 3/2008 – Present**

**Help Desk Analyst III**

* Train internal IT personal on new software.
* Create guides and how-to articles for Helpdesk personals.
* Research solutions and process for new and existing issues and create process.
* Train new Helpdesk employee on process and account creation.
* Support Citrix based application.
* Administrate Active Directory, Bez Server, Endpoint, SafeBoot, Centricity, Allscript.
* Work with other IT team to improve process and make changes accordingly.
* Install and configure PC for internal client
* Configure personal devices such as windows, IOS or android so they can access our software remotely or on site.
* Support hospital personals with many custom applications, also support adobe and Microsoft office products
* Create exchange groups and other security groups in Active directory and exchange 2011.
* Troubleshoot VPN issues on IOS, Windows and android-based devices.
* Handles incoming communication to the Help Desk including ACD calls, voice mail, and e-mail

**Rowan Companies, Inc. Houston, TX - 2/2006 – 3/2008**

**IT Analyst**

* Administrator People on Board software, this is using SQL database.
* Install and Configure and troubleshoot Cisco VPN Client on users laptops and remote site desktops
* Assist in installation of servers and switches
* Test fiber and copper network lines for inconstancies and problems
* Part of a six person rotating team supporting 5000+ end users worldwide including Offshore Oil Rigs with their daily IT related needs by resolving day to day issues and working on IT projects and initiatives
* Map user's drivers, add users back to the network ,add users to the printers and add users to the exchange server
* Administer user's XP rights/permissions within variety domains and trees within Active Directory
* Administrator PC encryption using SafeBoot.
* Create custom company ghost images for both desktop and laptops for users thru the company
* Use (SMS) to deploy software updates and also using the remote tools option to support laptop users in the Middle East
* Help the ERP Team to integrate SAP into our business structure
* Maintain the Offshore personal program written in SQL and Access, maintain, fix and update the POB program
* Use of InfraTools to remotely assist users in the office and offshore

**Atser Engineering Houston, TX - 2/2000 - 2/2006**

**IT Analyst**

* Serve as the initial point of contact for resolution of desktop/workgroup-related problems in a 40+ user environment
* LAN set up using Netgear and Linksys routers with small local hubs
* Troubleshoot, research, diagnose, document and resolve technical issues for Windows XP, Windows 2000 Professional, MS Office, e-mail, Internet connections and hardware/peripherals

**Education**

Bachelors in Information Systems (MIS), December 2003

University Of Houston-CL, Houston, TX