**Objective**

To work in an environment which optimally utilizes my interpersonal skills coupled with my diverse technical abilities acquired through years of experience in the IT field. My ideal position fosters my ambition for progressive technical development and professional growth.

**Skills**

* Server/workstation hardware support
* VOIP Telephony
* Tape backup support
* SCSI/SATA RAID array configuration
* LAN/WAN Support, Configuration
* Helpdesk/Desktop support
* Systems Integration
* Dell Hardware
* Dell Open Manage
* Technical Writing
* DELL KACE
* Windows Server 2000, 2003, 2008
* MS Exchange
* Terminal Sever
* SQL Server 2005
* Microsoft Office
* Symantec Backup Exec
* Remedy Ticketing System
* Technical training
* Escalations Analyst
* Project Management
* SAP
* AS/400
* Mobile Devices, Blackberry, iPhone

**Experience**

**08/2014 Maxis Group - Austin, TX**

**01/2015 Technical Specialist**

**Job Description:** Provide technical support for the MVSS Department at 3M.

This includes installing proprietary software and configuring their BOSS application to run on Windows Server Platforms with a SQL database backend. Software training and functional direction to clients and end users

* Windows Server 2012
* SQL Server
* Windows 7, 8
* Technical Writing
* Helpdesk Support
* Active Directory
* Network Troubleshooting
* Fixed and Mobile Camera configuration

**02/2013 Advantage Waypoint - Houston, TX**

**06/2014 Helpdesk Manager**

**Job Description**

Work to manage a small team of Helpdesk agents, and act as a point of escalation for sensitive or critical issues. Implement policies and procedures to make the team more effective. Provide coaching for technical and customer service skills. Coordinate work with other teams to efficiently resolve problems and reduce impact on clients.

* Active Directory
* Windows 7, XP (migrations)
* Windows Server 2008, 2012
* Microsoft office
* Cisco VOIP
* Desktop Support
* Helpdesk support
* Dell KACE
* Lansweeper
* Network Troubleshooting
* SQL Server

**11/2011 Sysco Foods - Houston, TX**

**08/2012 IT Security Admin II**

Job Description: Second level account administration. Process account changes, new accounts, deletions, email, and group permissions.

* Active Directory
* BMC Remedy
* MS Office 2010
* AS/400
* SAP (Basic Account Admin)
* SOX Compliance
* Windows 7
* Helpdesk Support

**08/2011 U. S. Computer - Houston, TX**

**11/2011 Technical Analyst I**

Job Description: Worked as Level I helpdesk support, resetting passwords, basic software troubleshooting, and routing tickets via email, and phone queue.

* Windows Vista, 7
* Remedy Ticketing System
* SOX Compliance
* Active Directory
* Office 2010

**06/2011 LANTEL Systems - Houston, TX**

**08/2011 Customer Service/Desk side support**

Job Description: Supported clients via helpdesk and desk side support. Also includes server, and network support.

* Windows Server 2003, 2008
* Windows Exchange server 2010
* Citrix Virtual Desktop
* SQL 2008
* MS Windows 7
* MS Office 2010

**02/2011 Network-Outfitters - Houston, TX**

**06/2011 Desktop Support/Field Service Support**

Job Description: Repair/reinstall virus infected workstations. Travel onsite and troubleshoot workstation/fax/network issues. Install printers/workstations/scanners and provide remote desktop support.

* Remove spyware/malware/virus
* Build clone workstations.
* Repair OEM systems.
* Field service repair/desktop support/install
* Remote helpdesk support

**09/2008 CIBT Inc - Houston, TX**

**02/2010 Systems Admin/Desktop Support**

**Job Description**: Support the Houston Operations Office and Helpdesk comprised of 75 to 100 users as well as satellite branches across the nation. My duties included troubleshooting local network problems, as well as supporting and updating the Altigen PBX system. Desktop support included creating and managing Active Directory objects while responding to on duty call status essentially seven days a week.

**Acknowledgements:** Implemented SPARK IM system throughout the Enterprise. Corrected ongoing hardware problem with the PBX system reducing helpdesk downtime.

**Administrative Duties:**

* Create/Delete modify user accounts in Active Directory
* Work with phone vendor to coordinate movement and changes.
* Supported Spark’s nationwide Instant Messaging application.
* Assessed and purchased integral equipment.

**Technical Duties:**

* Windows XP/Vista/Server 2003
* Remote desktop support via VNC, RDP
* Terminal Server
* Active Directory
* PBX Phone system (Altigen)
* PIX Router
* Local T1 maintenance with vendors

**11/2006- Stewart Title - Houston, TX**

**08/2008 Remote Administration**

**Job Description**: Provided helpdesk technical support for various title offices in four states. Tracked and resolved all incoming technical support and title software calls regarding title industry related questions. My role acted to support Texas, New Mexico, Oklahoma, and Louisiana, with over 500 users. Main duties included remote software, hardware, and networking support. Also, assessing equipment needs and making purchases were my responsibility.

**Acknowledgments:**

Saved critical Data servers with RAID expertise and disaster recovery knowledge. Also was in charge of Dell equipment break fix.

**Administrative Duties:**

* Trained newly hired employees on Windows applications and proprietary Title industry software.
* Troubleshoot and Facilitate resolutions for Stewart’s AFW proprietary software.
* Assessed equipment needs and acquired quotes for remote offices to evaluate purchasing potential.

**Technical Duties:**

* Windows Server 2003, 2000
* Exchange server
* SQL server
* Terminal Server
* XP/2000
* Symantec Backup Exec
* Active Directory
* Cisco VPN, Citrix Remote services
* Remote Wan/LAN support

**03/2003 – Dell Inc - Austin, TX**

**08/2006 Enterprise Server and Storage Support, Escalations Analyst**

Job Description

Oversaw Support for all platforms of Dell Enterprise servers including autoloaders, managed switches, and hardware storage for 3 years. Escalations analyst for Enterprise services including Executive Escalations and various levels of customers.

Acknowledgments: I exceeded to Executive Escalations manager and Reported to Michael Dell regarding all legal and escalated issues. On the Enterprise help desk I assisted in training new employees as well as excelled in Driving Customer Experience campaigns.

**Administrative Duties:**

* Mentored all Enterprise technicians assessing customer complaints.
* Responsible for providing assistance to all customer issues.
* Worked in tandem with internal groups providing prompt solutions for customers.
* Facilitated solutions for Executive Escalations.
* Technical Accounts Manager.

**Technical Duties:**

* Supported all platforms of Dell Enterprise hardware.
* Windows Server 2003, 2000 expert.
* Windows XP, 2000 workstation expert.
* Installed and supported all tape backup solutions.
* Configured and supported both Backup Exec products and Disaster Recovery.
* Red Hat Linux Support.

**Education**

* Houston Community College

1995-1996

**General Academics**

* Microcomputer Technology Institute

1996-1998

* Electronic Engineering/Computer Science Associates Degree