ARIEL RIVERA

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EDUCATION:

Bronx Community College   Bronx, NY
Associates of Applied Sciences in Computer Information Systems
Estimated Completion: 12/2015

NPower Technology Service Corps   Brooklyn, NY
A 22 week intensive training program in computer fundamentals, network, internet and Microsoft Office applications
Completed 12/2013

EXPERIENCE:

Deutsche Bank   New York, NY
Tech Support Analyst II – 4 Month Consulting Project   12/2014 – 4/2015

- Provided real-time desktop support for over 1500 international clients at different Deutsche Bank locations via phone, remote, or in person as needed
- Diagnosed and repaired software installations for over 10 Deutsche Bank custom applications
- Performed mobile device management for BlackBerry and Apple devices
- Optimized workflow by documenting and improving communication among all Deutsche Bank support technicians in the New York Metro area
- Managed Active Directory users and groups
- Setup, deployed and managed Windows computers and software
- Assisted equipment manufacturers with preventative maintenance for their hardware as part of service support contracts arranged by Deutsche Bank

ePlus Technology, Inc.   New York, NY
Paid Intern – Professional Services   4/2014 – 8/2014

- Assisted with the daily duties of ePlus business by working on projects as needed
- Performed wireless site surveys for 4 clients as part of upcoming network infrastructure improvements and created wireless survey documentation for ePlus clients
- Staged over 40 desktop computers and 10 laptops
- Optimized staging facility workflow by performing server maintenance/configuration
- Assisted engineers with deployment and configuration of network devices as well as fiber optic infrastructure applications at 2 client sites

CMIT Solutions of West Midtown   New York, NY
Nonpaid Intern - Junior Network Technician   1/2014 – 4/2014

- Network Technician for Managed Services Provider for over 10 clients in West Midtown and Upper West Side and over 200 users
- Participated in all potential client consultations and explanation of services provided with Senior Network Technician
- Assisted lead project coordinator with all client office moves, upgrades, migrations, and break fix/disaster recovery
- Provided desktop/server support in a timely manner to local and remote locations via LogMeIn
- Primary technical contact for providing one-on-one end-user problem resolution over the phone for PC software
- Assisted Senior Network Technician with management of network appliances including but not limited to – Firewalls, Routers and switches
- Assisted with critical system outages, software upgrades, and capacity planning

Citigroup   New York, NY
Paid Intern - Corporate Support Specialist   11/2013 – 12/2013

- Provided clients with technical support and customer service
- Repaired and deployed thin client workstations as well as repurposed desktop computers
- Performed mass deployment of computer equipment as well as disposal of end-of-life equipment
- Performed Hardware Administration – Machine image management, including addition or deletion of drivers, software, etc.
- Assisted clients with technical inquiries by helping improve client workflow
- Answered technical support tickets using ServiceNow help desk software.

Self-Employed   Bronx, NY
Freelance Computer Technician   1/2007 – 11/2011

- Primary technical contact for providing one-on-one end-user software troubleshooting over the phone for PC software
- Provided client consultations and explained services rendered
- Provided desktop/server support in a timely manner to local on-site and remote locations
- Assisted with critical system failures, software upgrades, and capacity planning for multiple clients

TECHNICAL SKILLS:

- CompTIA A+ Certified Computer Technician
- Working knowledge and understanding of Windows, Mac OS X and Linux systems as well as troubleshooting hardware/software
- Basic knowledge of networking
- In-depth working knowledge and experience with Microsoft Office, Adobe Creative Suite applications
- Working knowledge of Autotask, Salesforce and IT Help Desk software
- Working knowledge of remote desktop assistance applications such as TeamViewer, Windows Remote Assistance, LogMeIn and VNC
- Basic knowledge of Windows Server 2008, 2012 and Active Directory

INTERPERSONAL SKILLS:

- Excellent communication and relationship-building skills
- Ability to communicate effectively with at all levels of employees and management
- Exceptional customer service skills