**Ameen Thomas**

**Skills**

* **Software:** Microsoft Office 365, Windows operating systems, Macintosh Operating system
* **Hardware:** IT Fundamentals, Adequate computer hardware.
* **Networking:** Network Architecture, Familiar with ports and protocols, TCP/IP configuration
* **Certifications:** Microsoft Office Excel Certification, PC Repair & Network Technician, CompTIA A+ Certification – In progress

**Experience**

**Humana Alpharetta, GA**

**End User Technology (EUT) Operations February 2022 – Present**

* Provides technical support on the phone or onsite in a professional manner to end users by researching and answering questions, troubleshooting problems, maintaining infrastructure performance standards.
* In Microsoft Endpoint Configuration Manager, I deploy software and updates using MECM. Also, I monitor patch releases and develop patch installation strategies for servers and clients.
* Documents and updates troubleshooting procedures and knowledge base entries.
* Sets up PCs, laptops, printers, cell phones, peripherals and installs/maintains software applications. Tests and trouble shoots network connections to ensure proper functioning of computer systems.
* Communicates customer concerns and recommends improvements to our development and engineering staff.
* Adheres to policies and procedures as per corporate manuals and directives.
* Ensures that assigned tickets in the ServiceNow IT technical support queue being completed in a timely manner.
* When required to provides weekend and/or on-call support.
* Collaborates with IT management to purchase hardware/software through the IT Procurement Department.
* Administers active directory as related to group policy creation and development and user administration.
* Acts as an escalation point for onsite technical support issues.
* Works on IT projects (independently or with collaboration from others).
* Manages onsite hardware and software inventory according to the needs of the department/associate.
* Performs other duties as assigned and modified at manager’s discretion.

**Georgia Department of Community Affairs North Druid Hills, GA**

**Desktop Support Specialist III August 2021 – February 2022**

* Work and communicate with state employees, internal clients, to provide information and services targeted to meet client expectations. I analyze information to determine the nature and extent of client requirements and concerns. May serve as liaison between clients and technical staff in implementation and development of business process automation.
* I provide ongoing operational and user assistance to address application problems, provide on-call application support and assist users with application operations. Responds to internal and external client concerns both remotely and to provide desk side support as well.
* Troubleshoot Mac issues, helping to load new applications onto the Mac, troubleshooting network and application issues, addressing Mac performance issues and connectivity issues, assisting with a variety of how-to inquiries from end-users, etc.
* Receives additional training as required, to gain full proficiency and experience in all areas. May perform clerical duties in support of the unit. Provides information to answers to inquiriesfrom external clients regarding all aspects of specific program area of unit.
* I provide on-line and desk side helpdesk services for all users, to identify and resolve IT operational issues. I provide documented service procedures for all resolutions.
* I provide end user support (including IT Incident, Problem, or Request Tickets) for all end user-based systems. (e.g., business and/or custom applications, devices)
* Daily functions include designing, installing, supporting workstations, and agency IT systems. Environment containing a blend of Windows Servers 2008-2012, Windows workstations, LAN, VPN, O365 E5, Microsoft SharePoint, Active Directory, VOIP, business and custom applications.
* I demonstrate experience installing and supporting recent Microsoft enterprise level products (Exchange 2007, SQL 2005, MS Access, System Center suite, SharePoint.)
* Performing printer installations and toner replacement activities.
* Proactively provide KPI reports, and documentation on systems / application operations using Microsoft Office (Word, Excel, Power BI, or PowerPoint)

**Inland Seafood Tucker, GA**

**IT Support Specialist September 2020 – August 2021**

* Ownership of all technical concerns brought to IT. Either resolving or escalating via calls, email, and in person, utilizing tier 3 and tier 2 technical support and other teams to drive resolutions
* Proven experience managing the following centralized systems: NetTerm, WMS, and Kofax
* Provided administrative support on Active Directory and Microsoft Exchange
* Maintain and support multi-site windows environment along with hardware and software configuration.
* Implement regular checks for the status of servers including hardware and software.
* Worked closely with SCCM for software and hardware inventory reference.
* Troubleshooted RF equipment and embedded windows terminals for warehouse use.
* Microsoft admin portal administration as well as SharePoint site administration including user interface and content modifications.
* Provides Tier 1-2 support for the following:
  + User-level applications (Microsoft Suite, Adobe Suite, Chrome, Ring Central, Google business, etc.)
  + User operating systems (Mac, IOS, Windows, Android)
  + Client workstation hardware including laptops, tablets, and cell phones.
  + End-user support for all client applications including CRM and line of business applications and all other company software.
  + All telecommunications (VoIP and related hardware.)
  + Owning all client workstations and operating system installations, configuration, updates, deployments, and relocation.
  + Monitoring client security systems – antivirus.
  + Assist with all technical printer issues.

**Lincoln Financial Group Sandy Springs, GA**

**Help Desk Analyst February 2020 – March 2020**

* On-Site IT Support managing hardware inventory, office moves and training on systems and applications
* Provide Level II Desktop and System Support to multiple groups and business units within LFG
* Manage Avaya Phone System, including creating extensions and voicemail boxes
* Re-image systems with Windows 7/10 and migrate user data with minimal downtime
* Manage and maintain hardware inventory including tracking, ordering and deployment of equipment
* Install and configure various applications for different business units

**Intella-Pro Atlanta, GA**

**PC Deployment January 2020 – February 2020**

* Deployment migration form HP’s to Dell (WIN 7 to WIN 10 migration)
  + Asset Tracking (Device Name, End User Information)
  + Transfer HP User Data to One Drive
  + Deploy New Dell Device (Connect Device to Docking Station or Desktop)
  + Transfer User Data from One Drive to Dell Device
  + Collect HP Devices
  + Provide Possible Technical Support

**Carters Corporate Headquarters Atlanta, GA**

**IT Support September 2019 – November 2019**

* Active Directory Management
  + Assist with network account unlocks
  + Assist with network account password resets
  + Granting access to users for various systems such as Citrix
* Troubleshooting
  + Resolve issues by remoting into PC’s and MAC’s using LANDESK
  + Resolve mobile issues with androids and iphone’s in regards to VPN and email
  + Fulfill and provide solutions to hardware and software incidents and requests, by documenting.
  + Create a positive customer service experience and build rapport by acknowledging the root cause of the problem, ensuring timely resolution or escalation, and communicating promptly on escalated incidents progression.
  + Maintain and update internal knowledge base articles of current applications and systems, to increase the support center's efficiency and increase FCR (First Call Resolution).
  + Mainly supporting Windows 7 to 10 operating systems.
* Operations
  + Monitored and time stamped various jobs and systems necessary to IT OPS
* Operate an incident ticketing database (Cherwell)

**NCR – National Cash Register Atlanta, GA**

**IT Analyst February 2019 – July 2019**

* Developed and implemented repeatable, actionable analytic reporting utilizing Excel & Power BI
* Contributed to asset managing and improving life-cycle management processes for PC’s and printers
* Provided ad-hoc analysis and insightful analysis of business performance
* Contributed to regular operational performance reviews to generate continuous improvement opportunities
* Assisted with monthly budgeting processes and annual forecasting
* Operated an incident ticketing database (Service Now); knowledge of Active Directory
* Maintained master printer/PC inventory fleet
* Experience with troubleshooting Windows operating system.

**Rite Aid Augusta, GA**

**Pharmacy Technician September 2017 –May 2018**

* Managed and counted stock
* Operated a pharmaceutical database software
* Consultation to patients on different medications

**Rite Aid Jonesboro, GA**

**Pharmacy Technician August 2016 – August 2017**

* Received and filled over 150 Prescriptions a day
* Maintained an inventory database
* Consultation to patients on different medications

**Education**

**Atlanta Technical College Atlanta, GA**

PC Repair & Network Technician 2018 – 2019

**East Georgia State University Augusta, GA**

Computer Science 2017 – 2018

**Georgia State University Atlanta, GA**

Computer Science 2016 – 2017

**Year Up Atlanta, GA**

PC Repair & Network Technician training 2018 – 2019

* Assemble and dismantle computer hardware
* Re-imaging and software troubleshooting
* Network architecture training, familiar with ports and protocols
* TCP/IP configuration

**Volunteer Experience**

**Year Up Atlanta, Ga**

**Phone Receptionist August 2018 – August 2018**

* Recite a scripty to persuade customers to donating
* Provided Excellent customer service

**References**

* NCR IT Manager: Mark Whitaker **937-609-9448**
* Year Up LC Manager: David Holyfield **404-242-0210**
* Internship Service Manager/Mentor: Ryan Moore **470-316-5123**