**Sidney W. Hammond  
346.507.0206  
sidney0807@gmail.com**

**Professional Summary**

* Accomplished Senior Desktop Support professional.
* Proficiently able to handle communications from Corporate Level/Senior Management to remote sites - with a high focus on customer serv ice and working in multi-cultural environments.
* Strongly supported Executives in applications and hardware.
* Provide technical support to a demanding and diverse range of customers.
* History of successful completion of project-support efforts from needs assessment through implementation.
* Highly focused and results-oriented in supporting End Users with hardware, software and component level issues.
* Experience assisting users daily with desktops/laptops and network connectivity daily break/fix issues.
* Adept relationship skills in working with project teams, consultants and contractors.
* Strong implementer with a logical approach through all phases of project life cycle.
* Able to identify key components within a team to bring them together to reach the common goal.

**Professional Experience**

**Lo Real US** (February 2023 to October 2023)  
Level 2.5 IT Analyst

* Working within a total Windows 11 (22H2) environment
* Provided Level 2.5 support for the end users
* Used Azure and Active Directory for the account structure.
* Used SNOW to track incidents.
* Used Bomgar to remote into the users units to rectify applications or connections.
* Responsible for the imaging of all used/new units for deployment.
* Assisted the AV team with the Teams Conference rooms for connectivity.

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**Chevron USA** (March 2022 to January 2023)  
Level 3 Video Conferencing Support Analyst

* Provide HIGH level of customer service
* Analyze hardware and software problems, perform trouble shooting per approved procedures, to identify alternative solutions and take appropriate corrective action
* Perform hardware and software setup, configuration, and testing per current standards and approved procedures to help create and maintain system support documentation
* Strong experience and understanding Office\O365 Experienced in working with Service-Now platform
* Thorough in **Microsoft Teams Pro** application in conjunction with Video Conferencing system

**Mahindra USA Inc.** (April 2019 to March 2022)

IT Manager of Infrastructure – Fulltime

* Responsible for the processes and procedures to migrate current users and to refresh the Win 7 OS to Win 10 migration.
* VoIP configuration and Support. Worked with prior telephony vendor to switch over with amends to manage the current 8x8 Telephony System. Installed Physical and SoftPhones.
* Accountable for all the Verizon Mobility in the Company. Incoming and Outgoing. Saved the company 5k a month in mobile services.
* Identify, triage, and resolve reported incidents across major platforms.
* Communicate, plan, schedule, document, and manipulate data for metrics and program-related issues.
* Perform site updates with 95% accuracy.
* Responsible for the installation and transition from Xerox to Konica Minolta-MFP and Desktop Network Printers with a cost savings of more than 7k a month.
* Proficient & Strong in Active Directory to manage the creation and deletion of users on the Domain also to create additional containers and file permissions.
* Responsible for Malware/Virus Removal.
* Installed MES systems for reporting back to the Network team
* MES knowledge is an added advantage
* Applied Sharepoint to associate departments for collaboration of data/media.
* Support Telepresence equipment in Conference Rooms and Meeting Rooms with Audio/Video architecture.
* Connected with all the satellite locations across the US/Mexico/Brazil for remote support using TeamViewer and configuration
* Support was in an ADHOC environment.
* Providing support in a LAN/WAN and wireless network environment.
* Installed VPN with Powershell Script
* Managed open cases according to severities and case priorities.
* Train end-users on resolution steps and self-service options

**Sparrows Group** (November 2018 to March 2019)

Desktop Engineer – Contract

* Responsible for the refresh of the Win 7 to Win 10 migration. Laptops and Desktops.
* Created processes and procedures to migrate current users from Windows 7 to Windows 10 platform.
* Responded to the needs of the executive staff with all IT/AV needs.
* Replaced hardware components on various models of laptops and desktops.
* Controlled all the imaging processes for the mechanics and design units.
* Installed Sharepoint as a client onto the units that were being deployed.
* Tested company applications in Windows 10 environment and worked with Application Developers on remediation
* Remoted into AD to add and remove users to and from the Domain.
* Developed hardware-independent images (Windows 7 & 10), Corporate Standard Images and configurations
* Accountable for all documented and recorded inventory of incoming Laptops and Desktops.
* Communicated with the satellite locations throughout different parts of Louisiana
* Managed and distributed all the IOS devices for new incoming employees
* Received a call volume of approximately 50 calls per day.

**Entergy** (April 2018 to October 2018)

CSOC - Cyber Security Operations Center Analyst– Contract

* The CSOC Analyst actively monitors the Entergy network for security threats.
* Skillful in the detection of patterns of malicious activity.
* Utilized the application Avigilon to create the assurance of the possible threat.
* Part of a team responsibility to analyze security events and responds to cyber incidents.
* I as a CSOC Analyst detected threats to the network and helped coordinate the response to cyber events.
* Monitored network traffic for security events and perform triage analysis to identify security incidents.
* Responded to cyber security incidents by collecting, analyzing, and preserving digital evidence
* Documented and also ensured that incidents are recorded and tracked in accordance with all CSOC requirements.
* Developed threat trend analysis reports and metrics.
* Supported other CSOC analyst, handling and response activity.
* Responsible to maintain situational awareness reports for advanced threats.

**Distribution Intl.** (September 2017 to February 2018)

Senior Level Support Analyst – Fulltime

* Directly Supported the Chairman of the Board of Directors, CEO, CIO, CFO and CAO Executives on a one on one personal Level as well as the remaining company.
* Extensive experience in Operating Systems image development, creation, testing and implementation
* Provided remote support for the Eastern, Northern and Western regions and well as Canada.
* Optimized, streamlined and automated the imaging process by modifying base image
* Used Kaseya ticketing system to track calls and used as a remote tool to troubleshoot computer issues.
* Responsible for the assets at Corporate.
* Traveled to oversee the Audio Video Projects that was in each region.
* Implemented Video Conferencing to the major branches. Hammond, IN; New Orleans, LA, Las Angles, CA; Hunt Valley, VA.
* Managed and distributed all the IOS devices for new incoming employees.
* Imaged laptops and desktops using Acronis imaging system.
* Adding automation that removes user error and optimized desktop automation using Hyper-V and VMWare workstation allowing multiple image configurations to be available on demand for remediation of issues and testing
* Basic administration of switches and access points
* Installed WYSE Citrix terminals to specific people at corporate and across the region.
* Received a call volume of about 50 calls per day with a COI of 97.3%
* Led the team in closing the most calls each month. An average of >300 per month.
* Manage schedule and customer follow up
* Created Active Directory accounts as well as exchange accounts.

**RWF Consulting** (August 2016 to Present) (CONFIDENTIAL)

Senior Level Independent Support Analyst – Contract

* Directly responsible for the support of the one on one assistance to the executive staff.
* On call 24/7 to support with connectivity to the network and whatever else was needed.
* Migrated and trained users on the Office 365 platform.
* Assisted with the installation of the hanging of Access Points.
* Directly responsible for the imaging of all incoming desktops and laptops.
* Imaged desktops and laptops using Ghost for production.
* Supported the staff with assistance of Microsoft Office suite and third-party apps.
* Installation of Windows 7 and 10 and MS Office applications along with other apps.
* Document every incident with ticketing system developed in MS Access.
* Involved in the migration of Windows 7 to Windows 10.
* Responsible of diagnostics, troubleshooting and repairs of laptops and desktops.
* Responsible for the connectivity for all mobile devices to the network.
* Received a call volume of under 50 calls per day.
* Created Network accounts

**LongView Systems** (August 2015 to July 2016)

Senior Level II Desktop Support Analyst – Contract

* Directly supported Executives with Mobile Android Phone, Mobile IPAD/IPHONE devices with total configuration to the network.
* Partnered with Senior Engineer Monitoring Client health status. Correcting as needed.
* Team Lead for the migration from MS Office 2010 to 2013.
* Responsible in supporting Microsoft Office 365 and Windows products.
* Lead various projects including a 3rd party attachment to the environment.
* Assisted in supporting desktops, laptops, and workstation hardware in a corporate environment.
* Communicated with the customers to determine the needs of the break-fix unit.
* Replaced hardware components on various models of laptops and desktops.
* Used BMC Remedy to complete the Service request.
* Used Logmein123 as a remote tool to remedy customers issues software or hardware related.
* Supported the Executive branch at corporate from all levels of support.
* Installed VPN Fortinet on field and in house customer’s laptops.
* 10% travel involved to move facilities from one location to another.
* Managed the entire move, from break down to setup.
* Created an Asset tracking Database for Management to view and make recommendations.
* Call volume was up to 40 a day.
* Responsible for the installation of Apple IOS Products and to ensure that they are configured on the network.

**Cypress IT PROS** (March 2015 to May 2015)

Laptop / Desktop Technician – Contract

* Received a call volume of approximately 30 calls per day.
* Managed the laptops and desktops that came in to be repaired.
* Communicated with the customers to determine the needs of the break-fix unit.
* Replaced hardware components on various models of laptops and desktops.
* Used Ghost to image laptops and desktops.

**Omega Protein Inc.** (June 2013 to February 2015)

IT System Administrator / Sr. Desktop Support – Permanent

* Supported the entire executive staff at the corporate location; CEO, CFO, COO, and all Heads of Council.
* Setup and trained users on the Office 365 received a call volume of approximately 50 calls per day.
* Hand created and used an MS Access ticketing system to control the flow of call volume.
* Utilized Sharepoint to connect each department with data relevant to the company.
* On call 24/7 to support the executive staff at a moment’s notice.
* Communicated with the other Remote locations LA, CA, VA etc. for connectivity issues.
* Directly responsible for the imaging of all the incoming desktops and laptops.
* Directed the project for the Win XP to Win 7 migration of approximately 75 field units.
* Administered the Conference Calling as well as the Video CC using Lync 2010/2013.
* Configured and installed wireless and wired head-sets used for MS Lync platform.
* Conducted brown bag training classes for Audio/Video Conferencing using MS Lync.
* Configured all Androids and iPhone’s to get email connected to the network.
* Installed and configured Cisco AnyConnect on all Laptops.
* Installed most hardware and software on all systems.
* Administered the back-ups for the servers daily.

**Alliant Insurance Services** (December 2012 to June 2013)

IT Support Analyst / Desktop Support – Contract

* Supported approximately 15 Executives with Mobile Cell Phone, Mobile IPAD and Mobile IPHONE devices with total configuration to the network.
* Hardware and software support with providing all Inventory and Asset Management to the Executives.
* Assisted customers with total connectivity to the network, from Desktops to Laptops and handheld devices.
* Customers were in a Windows 7 & 8 environment.
* Setup new and existing customers’ workstations with the loading of the OS using Ghost.
* Also loaded the specialized software, EPIC, Sagitta along with a host of others.
* Used the BES server to add new users for BlackBerry use.
* Very proficient with MS office 2007-2015 to assist the company in any trouble shooting needs necessary.
* Used Service Now Management Center for the ticketing system as well as inventory control.
* Communicated with the other Remote locations for connectivity issues.
* Customers used VPN, Citrix and as well as VM Ware to connect to the network.
* Installed Mobile iron and VM Ware on customers’ mobile devices for connectivity to the network.
* Received a call volume of approximately 50 calls per day.
* Assisted with the implementation of the installation of Viewmail in Office Outlook.

**TD Williamson** (June 2012 to November 2012)

IT System Administrator / Desktop Support – Contract

* Supported Executives in all mobile devices, applications and hardware. To ensure total connection to the network.
* Supported the entire Houston 100 person Houston Branch, along with 125 in other locations.
* As the Systems Administrator, it was his sole responsibility for the Infrastructure needs in the Houston office and all five Latin and Southern American sites: Mexico City, Trinidad, Venezuela, Rio de Janeiro, Veracruz and Canada.
* Imaged units and provided one on one support.
* Maintained a high level of accuracy in all records of all calls in HD Ticketing software using Numara Track It.
* Assisted customers with connectivity using Blackberry devices.
* Made sure there was total connectivity with email and web access.
* Moved into the role of System Administrator/Systems Coordinator in 1 month.
* Installed and configured the Avaya Softphone for desktop and laptop customers.
* Responsible for the installation of software that was pushed through Altiris.
* Assist users daily with Dell desktop/laptop and network connectivity daily break/fix issues.
* Confirm hardware inventory; Image Laptops and Desktops for deployment.
* Initiate computer replacements and implement Windows 7.
* Responsible for the operation of all the conference rooms with the Video Conference and Projectors.

**Citation Oil & Gas** (December 2011 to June 2012)

IT Support Analyst / Desktop Support – Contract

* Supported a team of approximately 15 Executives with Mobile Cell Phone devices with total configuration.
* Also hardware and software support in addition to providing all Inventory and Asset Management to the Executives.
* Created/disabled user accounts in AD.
* Customers were in a Windows XP/Windows 7 environment.
* Setup new user workstations with the loading of the OS and all specialized applications.
* I.e.: Solomon, HPDI, Excalibur, Landworks, PHDwin, Petra, Rodstar and host of others.
* Used Cisco Call Manager to setup/change incoming and existing personnel on the phone system.
* Prior to the staging of the computers, Ghost was used to image the units.
* They pulled the images down from the server then set the deployment.
* Company used cell phones to connect to the Exchange server to send and receive mail.
* Used Dell Kace Management Center for the ticketing system.
* Communicated with the other Remote locations for connectivity issues to the network and Internet/software connectivity issues.
* Also used Kace ticketing system to push certain applications out to the users.
* Received a call volume of approximately 75 calls per day.
* Installed various applications that used ODBC inserts in a test environment.
* Instrumental in cost saving to the company with Printer support.
* A savings of over 5k.
* Heavily involved in the migration of Windows XP to Windows 7 side by side migration.
* Gathering existing software/data and to ensure that it is compatible with the new OS.
* Assisted with the implementation of Viewmail in Office Outlook.
* Communicated with customers who were in a Citrix farm remotely with connectivity issues.

**NationStar Mortgage** (September 2011 to October 2011)

IT Analyst / Desktop Support - Contract

* Assisted with the setup and installation of approximately 125 Citrix Workstations.
* Installed all the network copiers, network printers and local printers.
* Also installed the Avaya phones along with each workstation.
* Supported the installation and setup configuration of each phone per user.
* Maintained a line of communication between Executives with all departmental technology needs.

**Baker Hughes** (July 2010 to August 2011)

IT Analyst – Infrastructure & Operations Services / Desktop Support - Contract

* Wide ranging responsibilities including receipt of shipments, problem solving with vendor and End User and domestic and international distribution of computer components.
* Supported a team of approximately 20 Executives with hardware and software support from in house applications to Dell Laptop/Desktop hardware break fixes.
* Also supported the Executives with cell phone connectivity to the BES server.
* Communicated effectively with vendors and End Users alike via email, phone and web chat.
* Contributed to success of IT Infrastructure and Operations with multi-cultural, international End Users often with language hindrances.
* Document every incident with Helpdesk software (CA Service Desk Manager). Approx. 40-50 calls per day.
* Provided remote desktop support with Communicator 2007 R2 and Remote IT.
* Diagnose and troubleshoot VPN, Outlook, Microsoft Office and Communicator 2007 R2.
* Responsible of Cisco VPN Client software installation and configuration on customer’s laptops that were in the field.
* Strongly supported teams in Alaska, Canada, Africa, France, Malaysia, Singapore, Germany operations with the connectivity on and off the network.
* Responsible to take ownership of all phases of project life cycle to bring to successful conclusions.
* Installation of Windows Operating System and MS Office applications.
* Utilizing Microsoft Deployment Toolkit and Microsoft SCCM to stream-line the task sequence.
* Used SCCM to deploy applications to workstations and check inventory of all Hardware and Software.
* Extensive use of MS-Office Suite applications creating reports and updating inventory.
* Managed Active Directory User management with “Remote Admin”.
* Integrated third-party devices such as scanners, printers and monitors.
* Ghost imaging for new and existing systems.

**Katy Independent School District** (June 2004 to June 2010)

Field Support Analyst / Desktop Support - Contract

* Oversaw all IT related issues at eleven (11) facilities within the school district.
* Responsibilities extended to working knowledge of every unit on each campus (scanners, CCTVs, projectors) and in-depth vendor support for installations.
* Supported the Superintendent of the School District and his Direct Reports from hardware to software migrations.
* Transferring large amounts of data and assisting with Presentations to the entire school body.
* Configured BIOS and installed primary operating systems and applications on Dell and other computer models in the district.
* Incident management using Footprints with every call being documented for customer service and quality excellence with a call volume of about 50 calls per day.
* Assumed Team Lead role for IT driven projects.
* Including incoming of new desktops and laptops.
* Responsible of PC diagnostic, troubleshooting and repairs.
* Assisted with the installation of CCTV cabling and positioning of cameras.
* Configured the DVR cameras for closet monitoring.
* Twenty-four (24) hour contact with other team members.
* Installed and troubleshot Windows 2000, XP and Vista.
* Maintained accurate records of all calls in Help Desk Ticketing software (Remedy).

**Cigna Systems** (December 2002 to January 2004)

Technical Support Analyst / Desktop Support - Contract

* Installed, imaged and deployed IBM Net Vista units for the department.
* Responsible for maintenance of office equipment including interaction with all vendors.
* Installed and provided support for Rolm phones.
* Accountable for all break fix on all units within department.
* Incorporated Access running database with regard to system configuration.
* Conducted network cabling.
* Developed infrastructure and installed wireless networks in home offices and small businesses.
* Installed and configured workstations as they were logged in and deployed.
* Installed third party software for clients including in depth training and instructions.
* Responsible for computer systems repairs and upgrades at all remote locations.
* Developed websites; for the intranet and external with bi-weekly maintenance.
* Built new computers, troubleshooting, repair and upgrade of hardware.
* Worked with Compaq, Dell, HP, IBM, and clone computers.
* Trained new employees in basic knowledge about PC troubleshooting and repair.

**Compaq Computer Corporation** (October 1999 to December 2002)

Lead Technical Support Analyst / MOPAC - Permanent

* MOPAQ supported the North East Quota Bearing Sales Force which supported an end user environment of approximately 5000 customers.
* Departmental support ranged from notebook images from the 1700 and M700 series to the new Evo line.
* Configured home offices with a wireless and cat5 network to tunnel (VPN) in to the Compaq Domain.
* As Team Lead, accountable for the installation and maintenance of Infowave Project.
* Weekly statistics, department productivity and quality were primary lead responsibilities.
* Interfaced with international and domestic End Users to resolve issues using a first call resolution model.
* Incidents ranged from connectivity issues to server problems (Exchange, DHCP and Proxy).
* Added users and workstations to the domain in server manager.
* Taught classes about Introduction to Remote Access to customers.
* Developed documentation CD for all components of desktops and laptops to increase productivity.

**Technical Summary**

Active Directory: HP3000, MS Exchange Administrator: FTP/LPSwich, Windows 2K, XP, Win7, Win8,Win10, MS Office 2K/X7/2010/2013: Front Page XP/03, MS Office Outlook 03/07/2010/2013: Reflections/ EDICS, MS Office 365 – Lync 2010-2013: HP Scanners, Web Development/Utilities: SmartTerm 420, Netsoft: Rumba, Winscan: Novell 3x, Movi Video Conferencing: EDICS, McAfee Helpdesk: Support Magic, Remedy: WebBased Video Streaming, Ghost: Altiris, VM Ware: Mobile Iron, FootPrints: Norton Utilities

**Education / Certifications**

CH Mason Bible College, Houston, TX, 1994 to 1996

Freedom Bible Institute New, Jersey 2015 to 2022

Military Experience  
1984-1987  
Charlie Company  
94B