|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Objective To obtain a position in a dynamic information technology group that utilizes my education and skills as a consistent troubleshooter with great attention to detail with an aptitude to learn and grow. | |
|  |  |  | |
|  |  | ExperienceIT Support Tech, Goodwin House, Inc. October 2014 - Present Providing multi-tiered help desk support through Kace help desk ticketing system, emails, & voicemails. Create email accounts (exchange server), application accounts (Answers on Demand, Micromain, etc.), user logins (Windows, Answers on Demand, Micromain). Main support for IT director, department heads, staff and executive leaders. Adjust & monitor file permission rights and user rights (file servers, Active Directory & other pertinent business software accounts). Accomplish projects ahead of schedule with minimal disruptions to end user. Supervise vendors & contractors while on-site and/or remotely. Troubleshoot wireless connectivity issues for residents & staff as well as other networking issues. Main point of contact for staff & residents for any IT issues. Follow up with users after problem is resolved, suggestions and update users of on-going activities. Map network resources (printers, drives, shortcuts, etc.) using Desktop Authority and GPO. Set up physical computer and laptop work stations, printers (network & desktop), phones (analog & VoIP/SIP). Set up new phones, tablets, etc., on Apple DEP and Dell MDM. Create network printers (address reservations in Solarwinds/domain controllers and in print servers) and phones (extensions in Mitel communications director and in TFTP for SIP lines, voicemails in Nupoint). Application support (Answers on Demand, Fortis, Office, etc.). Update hardware (Dell computers, Dell servers, Mitel phones, etc.) & software (Sage100, F9, etc.). Inventory and monitor hardware (Dell computers, Dell laptops, HP & Konica MFP printers, etc.) & software (McAfee EPO, Wave Safend Encryption, etc.). Create packages of distributed software. Deployment of imaged operating system and packaged installations of software to new and existing hardware. Update Kace boot environment in the k2000 to reflect new hardware/driver changes for new deployments. Administer access points and switches using putty. Utilize Solarwinds and PRTG to monitor switches, servers, services, access points, PTP connection, and switches. Monitor activity in the Citrix environment using Citrix storefront, director and studio. Create published applications on Citrix storefront. Provide after-hours support during on-call shifts. Utilize Dell wireless controller to adjust power settings and devices. Set machines up in PRTG to be probed by SNMP. | |
|  |  |  | |
|  |  | EducationECPI University Graduation: February 2018 Pursuing Bachelor in CIS with a focus in Cyber & Network Security. | |
|  |  |  | |
|  |  | Skills A+, Network+ & Security+ Certifications  Knowledge of Arabic, French & Spanish languages. | |
|  | | |