

Paul DelPadre

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CERTIFIED

CE

Technical Knowledge:

15 years experience with Microsoft OS and Office.

PC imaging tools: Kaseya, Kaspersky, Ghost, WAIK, Acronis, Active Boot, Windows Deployment Server, USMT, Migration Wizard (MigWiz.exe)

Data Backup Administration: Kaseya Data Backup, Veeam

Active Directory Administration: User Accounts, Exchange Accounts, GPO, DHCP, tools to Create, Modify, and Delete Users, Groups, and Exchange Accounts

Patch Deployment via WSUS, Kaspersky, Kaseya

Print Server Installation and troubleshooting

Cyber Security Management via Symantec Endpoint Protection and Kaspersky Security Center 10

Creation and Management of Virtual PC's using VMware ESXi Server

Automation of tasks via Scripts

MSI Package Creation for Internal Deployment

Experience in Cat5 Producing, Patching, and Cable Running

Help Desk Team Lead Experience

Windows Upgrade Migration Experience with User Data Transfers

Mac OS Imaging Experience: Carbon Copy Cloner

Experience:

7/19-10/19

**Morgan & Morgan
Orlando, FL**

Information Technology Department

Law Firm with branches located across 16 States representing clients across all law types.

- Support 2,600 + Users Across Multiple Sites via phone, Service Now Tickets, and walk ups
- Administered 2,500 Virtual Machines via VMWare VSphere
- Provisioning of Cisco Phones and Voicemails
- Administer Remote Access Dual Factor Authentication accounts
- Provide Escalated Tier 2 Support for in depth Troubleshooting of Law Firm Software

3/19-05/19

**DSG Systems @ National Renewable Energy Laboratory
Golden, CO**

Windows 10 Upgrade Technician

Department of Energy Laboratory who leads the world in breakthroughs in fundamental science to new clean technologies for worldwide integration.

- Coordinate with 2 other team mates to upgrade 1,000 workstations and laptops to Windows 10
- Backup and restore user's profile during upgrade
- Properly retire equipment following Department of Energy equipment policies
- Passed Extensive Government background check

7/12-11/18

**Rotech Healthcare
Winter Park, FL**

Systems Administrator II

National leader in providing home medical equipment, respiratory equipment and services, and respiratory (nebulizer) medications for home use

- Designed and Built Kaspersky Security Center 10 Server and Kaseya Desktop Management Server
- Created Universal 32 & 64 bit Windows 7, Windows 10 Images to be used across multiple hardware platforms
- Lead Technician in Windows 10 Refresh/Installation rollout
- Configured prior deployed workstations and laptops to match the uniformity of the redesigned images
- Created policies to backup critical production files on workstations and laptops to a central location
- Deployed Kaspersky Antivirus to 3,500+ workstations and laptops across 600 remote locations
- Tested, Scheduled, Deployed Windows Updates company wide to all computers
- Created and troubleshooted VPN profiles and ensured laptops met security requirements for VPN access
- Restructured the departments RMA process to enable a cost savings \$20,000 per year

- Migrated the purchasing workflow from Microsoft OEM Licenses to Volume Licensing to enable cost savings and a reduction of labor hours
- Physically Setup 3 Call centers across the country with workstations, Cisco Phones, and Cabling
- Deployed Cisco Call Agent to 3,500+ workstations and setup policies for each location to connect to designated servers

09/11-7/12

**Sears Home Improvement
Longwood, FL**

Help Desk Analyst – Contract

Nation's fourth largest broadline retailer with over 4,000 full-line and specialty retail stores in the North America.

- Supporting 3,000 + users remotely and 500 users in house
- Created and updated universal XP image to be used for multiplatform desktops
- Created Documentation on support processes for the Help Desk and Documentation for End Users for application FAQ's
- Maintain inventory of Computer Equipment
- Created and deploy software packages by use of scripts
- Designed Help Desk workflow processes to increase efficiency

06/11-08/11

**Triad at Rotech Healthcare
Winter Park, FL**

Hardware Migration Analyst – Contract

National leader in providing home medical equipment, respiratory equipment and services, and respiratory (nebulizer) medications for home use.

- Coordinate hardware deployment of Windows 7 workstations to 400+ remote locations
- Assist with image creation and revisions
- Collaborated with a team of 3 to achieve deployment deadlines
- Document trends of application & system issues and escalate to corresponding teams

09/10-5/11

**Vernon Computer Source
Alpharetta, GA**

Technician/Sales Support

World Wide Computer/Audio Visual Rental Company providing solutions for clients in need of equipment for short and long term rentals

- Create, Update, and Deploy Windows and Mac System Images for incoming orders
- Assign and complete production work orders in queue
- Provide support for client equipment issues via 24x7 Support Line
- Team Lead for Online Chat Support via company website
- Assist potential customers with configuration questions of systems in inventory via Online Chat Support
- Transitioned paper filing system into SharePoint Space to integrate a companywide filing system
- Liaison for Sales with system configuration questions and compatibility of products
- Research inventory to meet specifications of requested hardware for clients

Education:

New Horizons

Attended classes to attain certifications for Net+, and Microsoft MCITP (Server Administrator)

Gibbs College

Associates Degree in Computer Networking from Gibbs College Class of 2004

Comptia A+ Certified

Dell Fast Track Certified

Microsoft Vista & 7 Migration & Deployment Class