**SUMMARY**:

* **Technical Skills:**
  + **20 Years experience in the IT Field.**
  + **Technical Certifications (Warranty work)**: Dell, Lenovo/IBM, HP, Xerox, & Lexmark.
  + **Computer Technology**: Setup, assembly, configuration, deploy, troubleshooting/diagnostics, repairs, upgrades, backups, cloning, workstations, POS systems, servers, raids, and custom builds.
  + **Support**: Help desk, phone support, remote support, email, beta testing, and technical writing.
  + **Networking**: Network setup, administration, Cable/DSL/IDSN/Dialup installations, cable runs (Cat5/6 & Fiber), termination, routers, switches, WiFi, workgroups, domains, DHCP, TCP/IP, DNS, Windows Server 2010+ administration.
  + **Operating Systems**: Microsoft Windows XP/7/8/10, WinPE, Mac OS 10+, Ubuntu.
  + **Remote Servicing** : Window Remote Desktop, Bomgar, VNC, LogMeIn, PC Anywhere, Team Viewer, Go to My PC.
  + **Ticketing Systems**: ServiceNow, Remedy, FreshDesk, Zendesk.
  + **Security Systems**: Setup, wiring, mounting, cameras, ATM’s, POS Machines.
  + **Audio & Video**: Security cameras, webcams, projectors, phones (Avaya & Cisco), home audio/video equipment.
  + **Database Management**: Active Directory, DMS, Microsoft Access, File Maker, Database entry.
* **Software:**
  + **Microsoft Office Suites** – Outlook, Word, Excel, Visio, and Project.
  + **Security** – MS Security Essentials, Avast, AVG, Zone Alarm, Norton, McAfee, HiJackThis
  + **Browsers**: Internet Explorer 8+, Firefox, Chrome, Opera.
  + **FTP**: CuteFTP, FireFTP, FireZilla.
  + **Backup**: Raids, Acronis, Norton Ghost, CloneZilla, Genie,.
  + **Digital Graphics** : Adobe Photoshop, Illustrator, FrontPage, Dream Weaver.
  + **Service Applications**: Octopus Server Administration, Orion & ITSM
* **Management**: Quality control and project management experience.
* **Great Organizational Skills**: Including inventory management.
* **Typing/Keyboard**: 60WPM & 10-Key
* **Advanced Math Skills**
* **Customer Service (Support & Retail)**
* **Beta Testing Experience:** Black Berry, HP, World of Warcraft, EveryQuest 2.
* **Personal:** No criminal history (background check), clean driving record, and professional references.

**EDUCATION**:

**Midlands Institute of Technology - Columbia, SC *02/2009-06/2010*  
*Nuclear Operations Program***

* Fundamentals of nuclear power systems including nuclear plant components, radiological protection, reactor theory, and nuclear plant chemistry.
* SCE&G-Specific Nuclear Systems Technology Program. (*Eligible to work in Nuclear Power Plants*)

**ITT Technical Institute & Heald Technical College - Stockton, CA *08/2000-12/2001*  
*Computer Information Technologies Program***

* Microsoft Certified Systems Engineer Program.
* Completion of Windows Server & Advanced Server Courses.
* Network Systems Administration course completion.

**Tioga High School – Groveland CA Class of 1997**

**High school Diploma**

* Graduated with 3.1 GPA
* Lettered in Football, Baseball, & Hockey, **California State Football Champion** (CIF) 1995, & 1996

**PROFESSIONAL EXPERIENCE:**

**Contractor – Field Technician, USA - *04/2010 – CURRENT***

***Technical Support/Helpdesk/Field Technician***

* Refresh/Deployment/Update of computers to workspaces at major corporations.
* Independent Contractor freelancing contracts for technical services while holding a positive reputation with many vendors; **Microsoft, HP, Dell, IBM, Lexmark** just to name the primary.
* Technical services, setup, assembly, configuration, deployment and consulting of, Computer systems, Printers, Servers Networks and POS systems.
* Network Racks, Refreshes, Decommissions, Site Surveys, Site Constructions, Cable-Runs (Cat5/6 & Fiber), and assist technician or consultant.
* Restaurant Technical Services – POS Administration, repairs, updates, parts swap, and maintenance. Cable-runs, network management, mounting & configuring WiFi Access Points, and Kiosks.
  + POS Software Experience **– NCR, Toast, Aloha, Radiant, and Brink**.

**Contracts recently completed:**

**Insight Global – Data Center Technician Specialist - *04/2020 – 07/2020***

***Microsoft, Boydton, VA.***

* Helping with Cabling for servers, connection or disconnecting cables.
* Running new cables throughout the Data Center site (Cat5/6 & Fiber)
* Removes and Decommission of Data Center equipment.
* Setup of new equipment/assets.
* Unpacking/repacking fragile electronics.
* IT Asset Inventory Management.

**ClearBridge – POS Install Technician - *01/2020 – 03/2020*  
*Toast, Boston MS. – 100% Travel to locations all over U.S.***

* The upgrade/replacement Restaurant POS systems.
* Install network equipment (Router, Switch, AP’s) and QA installation/functionality
* Configuration and consultation of Toast POS software to users.

**Telmon – Windows 10 Refresh Project - *05/2019 – 11/2019*  
*Lincoln Financial Group, Greensboro NC.***

* The upgrade/replacement all Window7 workstation to new Windows 10 workstation.
* Image and prep new computers for deployment.
* Push software applications to workstation
* Data Migrations
* Configuration, assembly and deployment of new machines to workstations.

**People-to-Go – IT Audit - *03/2019 - 04/2019*  
*SquareOne Bank, Durham, NC.***

* Complete inventory off all IT assets of both active and inactive inventory.
* Database Entry & Management of IT Asset Inventory.

**Sims Recycling – Server Blades Expansion Project - *02/2019- 04/2019*  
*Microsoft Data Center, Boydton, VA.***

* Disassembly removal and disposal of Data Center Server Blade Clusters “IT-PACs”
* Cable & Asset management**.**
* Made sites ready for new IT-PACs to be installed.

**Penn National Gaming – Bangor ME - 09*/2018 – 02/2019***

***Slot Technician – Hollywood Casino***

* Setup, assembly, configuration, deploy, repairs, overhauls, and maintain proper preventative maintenance of all slot machines to ensure optimal operation.
* Breakdown, relocation, and setup of machines and stands to be relocated.
* Processes the necessary paperwork for auditing and data processing purposes for the initial set-up and checkout of new slot machines. Coordinate floor maintenance and repair.
* Keeps an accurate count of machines on the floor, matching the units licensed, maintains records of all percentage sheets as required by the Gaming Commission.

**Peak Systems – Windows 10 Refresh Project - *03/2018 – 08/2018*  
*Desert Springs Hospitals, Las Vegas NV.***

* The upgrade/replacement all Window7 workstation to new Windows 10 workstation.
* Image and prep new computers for deployment.
* Push software applications to workstation
* Data Migrations
* Configuration, assembly and deployment of new machines to workstations.

**AIG - Amarillo, TX - *06/2017 – 03/2018***

***Desk side Support Computer Technician for Data Center***

* Ticketing system: ServiceNow - Average tickets completed per day 8 – 15.
* Help Desk Support: Windows XP/7/10, SCCM, Browsers (IE12, Chrome, Firefox), network support (Failed connections, latency issues, email support (Outlook 2010/Office 360), application supports; Adobe & Flash, Java, & Proprietary applications.
* Printer Support: Maintenance, Diagnostics, & Troubleshooting – HP. Lexmark, and Dell Printers.
* Remote Services: Remote into network machines to do support users. (Bomgar, Windows Remote Desktop)

**Xerox / BSA Hospital – Amarillo, TX - *01/2016 – 05/2017*  
*Field Services & Desk-Side Support for Large Hospital***

* Ticketing System: Xerox Support Desk – Average tickets completed per day 12 – 20
* Setup, assembly, configuration, and deployment of new printers.
* Responsible for keeping all Xerox printers to the Hospital (540 Printers) fully functional and maintained.
* Field Support Technician – On site services
* Service and support for 500+ networked (WAN) printers.
* Remote Support into Printers to apply service when available – Configuration changes, & updating Firmware.

**World Wide Technical Services – Amarillo, TX - *08/2014 – 01/2016*  
*Dell/Lenovo/Lexmark/HP/Visio Field Services***

* Ticket System: ServiceNow – Average tickets completed per day 4 – 8.
* Field Tech Support Agent – Responsible covering all of West Texas.
* Warranty services on Desktop computers, laptop/notebooks, tablets, servers, printers, and televisions.
  + Repairs, upgrades, installs – applications & system setups, data recovery & migration.
* Certified for warranty work on; Dell, Lenovo, IBM, HP, and Lexmark machines.

**Peak Systems - Xcel Energy - Amarillo, TX - *06/2013 – 09/2014*  
*Dell Field Services & Desk-side Support***

* Ticket System: Remedy – Average tickets completed per day 8 -15.
* Primary responsibility is tech support servicing all Xcel employees and machines covering all of Texas Pan Handle. This included support for two power plants as well.
* Setup, assembly, configuration, and deployment of new computers.
* Remote Services – When available remote into network machines to do assigned tasks. (Team-viewer & Remote Desktop.)