Summer of Qualification

Collaborative tech support professional offering the unique ability to troubleshoot and execute real-time solutions and identify process improvements while satisfying end-users in hectic trading environments.

Technical Skills and Certifications

Utilities: Ghost, Adobe, Symantec Endpoint Protection
Software/Tools: Active Directory, Exchange, and MS Office 2010 Suite, Track it!.
Networking: TCP/IP, DHCP, DNS, FTP, Telnet, SMTP, POP3, NAT, VPN.
Hardware: Skills include but not limited to installing and troubleshooting hardware can also effectively build and repair computers requiring maintenance; computer components including hard drives, and memory, components that support video, networking, and multimedia capability as well as peripheral devices such as CD-Rom, Printers and SCSI devices.
Operating Systems: Windows 2003/XP/7/10, Mac OS X.
Certificates: CompTIA A+ 2009

PROFESSIONAL EXPERIENCE

███████████████████████   New York, NY
Help Desk Assistant   5/2/2012 – Present
- Provide level I Phone &Desktop support to over 300 end users, troubleshooting hardware and software and network related issues.
- Document all technical issues.
- Assist with the installation, configuration, and ongoing usability of desktop, laptops, tablets, Macs, peripheral equipment and software within established standards and guidelines.
- Provide technical support for MS Office 2010 suite applications.
- Performed network administration functions, set up network user accounts/permissions, reset passwords, via Active Directory and Exchange Management console.
- Imaging, configuring, and replacing user machines
- Ensure systems are configured according to museum policy and protected from viruses.
- Assist with roll out of software upgrades and implement new services
- Assist with setup AV systems in conference rooms.

███████████████████████████   New York, NY
Desktop Support   8/2011-12/2011
- Provided level I Phone/Desktop support for Windows XP and 7 user environments.
- Provide technical support for MS Office 2000/XP/7 suite applications.
- Assisted staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software. Use remote-access to complete special projects.
- Document findings, and resolutions.
- Troubleshoot network connectivity and user's password related issues.
- Develop plan to resolve problem or issue, route issue to appropriate IT staff member if problem is not within scope of own skill set. Resolve as many user-reported problems as expertise permits using available tools and following procedures and policies for the handling of support cases.

████████████████████████   New York, NY
IT Consultant   12/2010-12/2012
- HP/GTI/JPMChase PB & AM (via Uni-Data) - End User Technologies Support,
- Trading Floor Support – PC Refresh
- HP Field Ops/ Service Delivery/ IMACD/Break fix Hardware Support, IT Relocation.

████████████████████   New York, NY
IT Consultant   12/2009- 05/2010

- End user support install, reinstall and relocate computer equipment setup.
- Restack of server equipment.
- Troubleshoot desktop issues and provide timely resolutions.
- Understand windows networking and have the ability to troubleshoot basic connectivity or routing issues connected PCs to the customer domain.

Education

Cuny City Tech	New York NY
A.A.S Computer Information Systems	2015- 2017
Cuny City Tech	New York NY
B.Tech Computer Systems, Networking and Security	2017-2019
Anthem Institute	New York NY
Diploma , Computer Networking & Security	2009