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Notes:

- I live in New York City; therefore do not own a car.
Travel through public transportation and Taxi / Uber.
- Recent experience is temporary project work, however I am looking for either temp or permanent remote from home work.
- Currently looking for Desktop Support support positions either onsite or remote

Technical Skills:

Operating Systems	Windows 7 - Windows10, MacOS, Linux, Android Operating system UPGRADES, and REPLACEMENT
Visual / Audio Media	Upgrade media for classroom / conferencing systems. Install and upgrade hardware, intranet connections. Ensure two-way communications function.
Networking	Various networking hardware, including Cisco, hardware wired connections (network room to desk connections) Wireless placement and monitoring
Infrastructure	Active Directory and SCCM for inventory control / software deployment. Requisition hardware for unique departmental needs. Responsible for corporate departmental and office moves/adds/changes.
Office Systems	MS Office 2013 and Office Online, with OneDrive integration, Office 365 Google Apps / Office Solutions / Google Drive integration. Lotus Notes
Remote Assistance	MS Remote desktop, Google desktop sharing, VNC, VPN.
Virus Removal	Symantec, McAfee, Malwarebytes, CyberReason, Avast! and manual virus removal.
Administration	Drive cloning: Acronis, Symantec, Ghost, Clonezilla. Network filesharing, network drive and tape backup and restore. PC drive imaging and deployment. Worked with inventory and departmental Asset Management systems.
Documentation	Produce full graphic, professionally written documentation for procedures, software or hardware. Technician or End user facing level.

Technical Summary:

- Troubleshooting: Break/Fix on Hardware and Software
- New hardware builds, old hardware rebuilds, data transfer
- Networking LAN/ Intra/Internet, WiFi, VOIP, Meeting platforms.
- For PC's: Registry expertise to delete startups and programs trace hooks
- Up to date on all operating systems. Windows 7,8,10 Macintosh, and Linux
- Familiar with cloud storage, solutions, SAAP.
- Familiar with many ticketing systems

Experience:

Networking

Raj Technologies for One Brooklyn Health Brooklyn New York

April 1 to April 15, 2022

- Assisted with preparing desktop PCs for a network transition.

Decommissioning Hardware

Insight Global for Bank of America, New York City

July 16 to Aug 1, 2021

- Decommission and inventory printers in midtown Manhattan in main corporate office buildings.

ABBTECH for US Census Bureau Call Centers, various locations, NYC

December 21 to February 8, 2021

- Decommission and inventory Printers, Desktops, Monitors & various equipment in call centers for US Census.

PC Upgrade Technician

ABBTECH for Columbia University, New York City

August 24 to September 11, 2020

- PC/Replacement migration to 200 new PC's and Monitors. Replacements were pre-imaged, just needed to wire up in place of old PC's and connect to the network in 3 classroom labs.

EliteTech for Archdiocese of New York (Eldercare hospital facilities) , NYC, NY

January 20 to February 18, 2020

- Large PC/Replacement migration to Windows 10. Replacements were pre-imaged, just needed to transfer preferences, manually. Set up printers and made sure client was able to connect to the network without any issues. Installed new PC at Nurses' workstations and users' desks.

ABBTECH for New York State Department of Financial Services, NYC, NY

October 24 to Dec 6, 2019

- Large PC/Replacement migration to Windows 10. Replacements were pre-imaged, just needed to transfer preferences, email files, etc (USMT). Set up printers and made sure client was able to connect to the network without any issues. Installed new PC at users desk.

EClaro for Sherman & Sterling L.L.C. NYC, NY

March 18 to May 10, 2019

- Large PC/Replacement migration to Windows 10. Image high end laptops, register with Active Directory, deploy software through SCCM, and deliver to end user.

TekSystems, for Eisai Inc. Pharmaceutical, Woodcliff Lakes, NJ

October 2018 to January 22, 2019

- Large PC/Replacement migration to Windows 10. Image high end laptops, register with Active Directory, deploy software through SCCM, and deliver to end user. Participated in research to manage SCCM collections, and strategies. Managed several people as lead in charge of PC Builds; served as management liaison for SCCM and PC deployment technical questions.

Insight Global Consulting for A.C. Nielsen, Parsippany, NJ

February 2016 to April 2016

- Updated 100 pre-imaged laptops
- Installed new Office / SCCM / Proprietary software.
- Scripted automation of software installation process.
- Transferred Mail files, and user data manually
- Active Directory decommissioning old machines to add new ones.

Help Desk

TekSystems, for Fordham University , Bronx - Manhattan, NY

August 13 to September 10, 2019

- First level helpdesk for University call-ins. Walked staff and users through registering new log-in id's and troubleshooting connectivity issues and other university questions through referral to appropriate departments. Also assisted walk in students and staff with on the spot kiosk type service. This would also involve resetting passwords, modify configurations, utilities, software default settings for their curriculum. Upgraded other software if necessary, and provided help with the New Dual Authentication software.

PC Build / Move Technician

Insight Global for Millenium L.L.C. New York City, NY

January 23 to February 8, 2019

- Build new workstations and moved users to new offices / building.

Righttech Consulting, for Barclay's Bank , NYC, NY

September 2018 to 2019

- Moved computers/monitors in the Trading Area of Barkley's Bank in Times Square. Trading desks, with rather complex setups, including phones, and phone accessories. This was an ongoing at-will on call position, with mostly weekend hours

Insight Global Consulting for Deutsche Bank, NYC, NY

August 2017

- Moved computers/monitors in the Trading Area of Deuche Bank on Wall Street.

Print Shop

Minuteman Press

May 2004 to April 2006

Livingston, NJ

- Provided sales & artwork production for imprinted products, from pens to golf balls, to trophies, contracted for banner signs, and van-advertising laminate.
- Handled projects from customer walk in to delivery, doing estimation and working with external vendors – ran the print-shop while the owner sourced sales to corporations and large accounts in the area.
- Provided binding, padding, folding, booklet-making, and cutting.

Help Desk II

Circuit City

July 1994 to April 2000

Richmond, VA

- Corporate headquarters, with a local user base of 5000+ and 57 satellite offices.
- Responsible for departmental moves, including network transfer of PC's, printers/scanners and network shares, wiring closet maintenance.
- Active in Windows version migration. Deployed departmental software upgrades and re-installs via network and individual instance.
- Build and update disk images for department onboarding for new hires and replacement of older systems.
- Maintained and deployed AV equipment, and remote learning platforms.
- Fixed broken PC / Macintosh hardware.
- Deployed Network: desktide to closet wiring, installed and maintained Cisco routers and switches for DNS based system as well as phone wiring and provisioning support.
- Responsible for the Multicity rollout of laptops to 150+ division & store managers.
- Performed Scripting: HTML, Visual Basic, MS Access.

Recruitment Advertising

- Produced line and display ads for major publications throughout the US.
- Introduced Circuit City to internet recruitment advertising.
- In charge of Macintosh computers not under MIS support, including hard drive replacement, tape backup through Retrospect, memory upgrades, maintained peer to peer network with department exclusive central file storage.
- Built custom application in Filemaker Pro to provide recruiter names, specialties, ads run. This application also kept track of all the newspapers that Circuit City advertised in throughout the nation with advertising specs, contact information, and ads run by paper.

- Maintained the shared system using central network computer.
- Produced valuable (and previously very difficult to create) reports for recruiters and management.
- Determine ad effectiveness and helped us in preparing recruiting campaigns for new store openings.

Freelance Experience:

2001 - 2014

Zenoplex: West Orange NJ – 3/2012 to 6/2016

Responsible for Network Admin, Server 2016, set up DNS, NAS Filesharing, Virtual Machines, user accounts and equipment tracking through Active Directory, maintained backups and ensured firewall safety, provided users with account maintenance, and software installs.
Move/Add/Changes to onboard new clients, and user laptop upgrades with data and resources transfer.

NatashaNYC.com: West Orange NJ – 8/2008 to 8/2014

Worked with Natasha Adonzio, a well-known fashion designer from the 1980's, to entirely rebrand her image and put her firmly in the digital age.

Achievements: Designed e-commerce system, photoshoot galleries, three full-color catalogs, look books, postcards and e-mail campaigns. Ran reports and other print marketing collateral. Transferred VHS tapes to digital, edited, retitled, put on YouTube.

Also set up the company on Facebook, Twitter, YouTube, Google mail, Google Plus

TopButton.com: Millburn NJ – 3/2010 to 6/2010

Provided data entry of over 500 products with descriptions, graphics, and pricing to a proprietary e-commerce system.

Achievements: Launched social networking campaign & configured various portals & started a blog in Wordpress, Buzz & Twitter.

TechDesigno: West Orange, NJ - 2006 to 2008

Ran field service for software and hardware, created websites for customers, paper-based collateral creation.

Achievements: introduced CEO to open source CMS web systems (Joomla) and CRM (VTiger). Subcontracted field service work through Nexicore for Staples EZ-Tech.

Richmond Indie Radio: Richmond VA 2000-2004

Created Website + back-end computer/recording infrastructure with real-time media streaming through Nullcast over Suse Linux.

Implemented VNC to address server/streaming issues. From uptown home to downtown station.

Achievements: New radio station. WRIR-LP FM, Broadcasting at 97.1 and on the web.

Education:

Liberal Arts with electives in Computer Science, Math, Physics, Art, and Computer Science,
State University of NY at Albany