

GERARD | HELPDESK SUPPORT SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support, VPN Installation & Connectivity Issues.
- Active Directory: User Administration, Groups/OU Access Management, Shared Mailbox Access Management.
- Exchange Online: User Administration.

EMPLOYMENT

IT By Design

December 2022 - Present

HELPDESK SUPPORT SPECIALIST

SSG Philippines Inc.

November 2021 – December 2022

IT HELPDESK

- Software troubleshooting/installation
- Unable to open applications.
- Config files editing
- Application crashes
- Recovering deleted files by restoring previous versions
- MS Outlook issues (unable to send/receive, full mailbox, PST creation, migration, backup)
- Deploying OS using Microsoft Development Toolkit (Network boot)
- Group policy editing 4. Network troubleshooting
- Host file editing (mostly for internal/company webpages)
- DNS issues (unable to access websites due to resolving to a different address)
- DHCP configuration and troubleshooting
- Printer issues (conflicting IP and unable to obtain IP addresses)
- Reconnecting shared drives/folders
- Supporting WFH employees that are using remote desktop.
- VLAN modification

Asia Premier One Source Inc.

December 2020 – November 2021

IT HELPDESK

- Hardware Troubleshooting & Installation for New Device Setup, No power, No OS Detected and No Drives Detected.

HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746
P 212.888.1919 | F 646.349.2572

www.itbd.net

- Troubleshooting BSOD Issues.
- Checking of new hardware before deploying in production.
- Checking of user devices such as headsets and laptop.
- Printer not working, ink cartridge change, paper jams.
- IP Camera Installation.

Asia Premier One Source Inc.

December 2018 – April 2019

IT HELPDESK

- User onboarding/offboarding; Account creation via Active Directory.
- Addition to Security/Distribution groups via Active Directory or Office 365.
- User Addition to MS Teams Group Chats.
- Formatting Desktop/Laptop Computers.
- Decommissioning previously allocated devices to New Users (Laptop Reset and Re-Installation of required Apps)
- Responsible Computer Hardware and Software troubleshooting.
- Installation and updates of necessary applications and operating systems.
- Email Setup and Troubleshooting via ECP, O365 Admin, and Zimbra.
- Active Directory User Management, VPN Setup and Troubleshooting.

Celtech Network System and Electrical Services, Inc.

October 2010 – April 2016

TECHNICAL SUPPORT

- Structured Cabling Systems.
- In-house Cabling for Voice Data, including Port Termination on both Server and User Side.
- Fiber Optic Cable Installation and Termination via Fiber Optic Fusion Splicer.
- Setup and Maintenance of Computer Network Devices, and Peripherals.
- Intermediate knowledge in Network Administration, Troubleshooting and Support.
- Cisco IOS VLAN Setup/Configurations, and Port Management.
- Network Cabling and Rectification.
- Provide support to Users with Limited Technical Knowledge and Experience.

EDUCATIONAL QUALIFICATION

- Bachelor of Technology

IT BY DESIGN BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket life-cycle, dispatch, time entries, change management, escalation Workflows, SLAs management, email etiquette, and customer service.
- Connect Wise Manage & Automate

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- Windows Desktop Support (End-user computing)
- Windows Server & AD Administration (Manage DNS and DHCP server)
- Office 365 User Management
- Onsite/ Online Backup & DR (Shadow Protect/ Datto)
- Security: SonicWALL Configuration, NAT Rules, Upgrades, Backup & Restore
- Installation/ Configuration Server/ Client OS

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