ROGER | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- Active Directory: User Administration, User Mailbox Administration (Exchange), Resource Access Management, Groups/OU Access Management.
- Intune Device Management.
- End User Support: Hardware & Software Support, MS Office Application Support, Printer Troubleshooting, Desktop Network Connectivity, Third Party Application Support, CISCO VPN Setups.

EMPLOYMENT

IT By Design   September 2022 - Present
SENIOR HELPDESK SPECIALIST

Atos IT Solutions   June 2016 – September 2022
IT HELPDESK ANALYST

- Provides IT Support for All Company Employees Laptop, Desktop, Hardware, and Software issues.
- Provide IT support for all Machines at the Factory Laboratories, Production Floor and Corporate Floors.
- Handles All Major Incident and created High Priority 1 tickets across the Company.
- Perform Network troubleshooting for all kinds of Machines inside and outside the Company.
- Reset Network Password and Admin Accounts.
- Provide remote assistance to all employees.
- Creates Employees account including their Computer Access, Applications Creations and Access.
- Provide additional applications, server, shared drive, email distribution list, exchange, office 365 access to existing employees.
- Creating Employee Email Address and Distribution List Access on the Global Address Book.
- Create & manage Network Shared Drive Access permissions.
- Managing Zero Access to Office 365 Exchange once Terminated.
- Creates Cisco Desk Phone Accounts and Extension Numbers.
- Troubleshoot Server Issues and Adding Users to Several Servers.

Telus International   October 2013 – December 2015
SENIOR TECHNICAL SUPPORT

- Provide Technical Support for Internet and Internet TV issue in Canada
- Perform all kinds of Network issue, outages, virus, Computer Hardware issue affecting internet
- Checking all TV issues including All channels and Subscriptions.
- Replacing Modems, Routers, Fiber lines

Alorica   **April 2010 - August 2013**

SENIOR TECHNICAL SUPPORT

- Provide Technical Support for Verizon Internet Service
- Perform all troubleshooting steps for Internet and Network issue
- Diagnose possible Internet outage
- Create escalation and sending dispatch
- Handles Verizon Business making sure all business Network is up and running at all time
- Ticket Escalations- To make sure all supervisor calls ticket are properly handled and all follow up call are made by all Verizon supervisors
- Verizon Dispatch – Creating high priority Technical appointments and sending Truck roll all over the US.

Telus International   **December 2009 – September 2010**

XBOX TECHNICAL SUPPORT

- Handles Xbox Hardware and software issue
- Handles Billing and Customer Escalation Concerns

EDUCATIONAL QUALIFICATION

- Bachelor of Science

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
- 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