Senior Technical Support Analyst III

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Objective

gain employment with strong corporation effort management technical abilities, guide grow with corporation.

Skills

I.T. Service Operation and Management, Database Management.

Work Experience

Senior Technical Support Analyst III

ABC Corporation - November 1999 – February 2004

- Worked Microsoft NT and XP environment a 24 / 7 Call Center, Supporting clients across the globe.
- Include combination of Application Support, Desktop Support, Network Support.
- Installed / Configured Trouble Shoot VPN clients using PKI Secure ID for remote access.
- Created maintain user domain accounts using Active Directory.
- Provided support for modem / DSL / Wireless Routers on connectivity issues Remote users.
- Provided remote administrative assistance resolve email account problems, dialup, network connectivity printer configurations.
- Worked with remedy active directory, basic VPN troubleshooting.

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Delta Corporation - 1998 – 1999

- Assisted the Technical Support Manager in supervising the AnaJet technical support team Assisted the Technical Support Manager in resolving escalated .
- Houston, TX 1997 - 2015 The worlds leading supplier of software that optimizes process manufacturing Senior Technical Support Analyst Desktop .
- Projects Yearly PC Refresh includes migrating users to Windows 8.1 or Windows 10 User Groups Conferences, 4 office moves, Training Room upgrades, .
- Hardware Repaired and maintained all company computers from desktops, laptops, notebooks and Houston Office - servers Managed the upgrade of all .
- Provide support for all company employee computers and servers Managed and maintained video web meetings and conferences for all senior executive .
- Processed and addressed escalated issues from technical support analysts.
- Analyzed, researched and followed up with reporting clientele.

Education

High School Diploma - (ATI Computer Institute - Springfield, VA)

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