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Professional Summary

Results-oriented, motivated and dedicated IT Professional with over 5 years of experience. I have experience in all Windows OS from Windows 95 to Windows 8, Server 2003/2008/2012, Mac OS X and Linux. I possess a broad range of skills including: strong troubleshooting skills, installing, upgrading, configuring, migrating and imaging/ghosting desktops/laptops, Networking (Cisco Routers/Switches and Silver Peak Servers).

Technical Summary

- **Operating Systems:** Windows 95-Windows 8, Server 2003/2008/2012, Mac OS X, Linux (Fedora, Debian, SLES, Cent OS, Sabayon, Red Hat, Gentoo, Linux Mint) and Cisco IOS.
- **Software:** Microsoft Office Suite 2003/2007/2010/2013, Antivirus/Encryption Software, Norton Ghost, VMware, Numara Track-It, Heat Ticketing Systems, Lotus Notes, Symantec Endpoint Encryption, RT Ticketing System, Service Desk Ticketing System, CloneZilla.
- **Networking Tools & Utilities:** Active Directory, Group Policy, DNS, DHCP and Static IP Addressing, VPNs, RRAS and Remote Access protocols, RAID, TCP/IP Ethernet Networking, Spanning Tree, Routing Protocols, LAN, WAN and WLAN Infrastructures.
- **Hardware:** Hard drive and peripheral component installation; Workstation set up and configuration (Mac, PC), networking and troubleshooting printers and scanners; Cat 5 cabling, Routers, Switches, Tape Backup, NAS, SCSI/ATA, Desktops and Laptops.
- **Other:** Virtualized Environments, Imaging/Cloning, Disk-to-Disk Backup, PDAs, Windows Mobile, Android, Blackberries and iPhone/iPad.

Certification & Education

- Systems Security Certified Practitioner (SSCP)
- Cisco Certified: CCNA
- Cisco Certified: CCENT
- CompTia Network+
- CompTia Security+
- CompTia A+
- MCITP: Windows 7 Certified
- Diploma in Computer Support Technician, Kaplan Career Institute year 2010

Other

- ❖ Fluent in English, French and Creole

Work Experience

- **Bed Bath & Beyond** 07/2013-Present Middleboro, MA
Technical Support Specialist
Bed Bath & Beyond Inc. is a chain of domestic merchandise retail stores across United States, Canada and Mexico. They sell goods primarily for the bedroom and bathroom, as well as kitchen and dining room.

Responsibilities include but not limited to: Provide high quality technical support to a very busy call center and a corporate department. Create baseline images to migrate computers from Windows XP to Windows 7, help with planning the migration rollout. Help the Networking team with setting up new equipment (Silver Peak and Cisco) and maintaining them when requested.

- **Simmons College** 03/2013-07/2013 Boston, Ma
Desktop Support Specialist
Ranked as one of the nation's best colleges by U.S. News & World Report for master's-level programs in the United States, Simmons has offered a pioneering liberal arts education for undergraduates integrated with professional work experience.
Responsibilities include: Provide support to users remotely, over the phone or in person on PC, Mac OS and Mobile devices. Help with the migration of the email system from Microsoft Outlook 2010 to Google Mail. Answer user's questions about the new email system and any other technical issue they have.
- **Rue Lala** (10/2011-02/2012) Then (10/2012-03/2013) Boston, Ma
Help Desk Analyst
Rue Lala is a Members-only online shopping destination for all things related to a life of style.
Entrusted with User administration, setup and maintaining Active Directory account and use WDS/MDT to image new computer on a daily basis. Provide support to PC and Mac OS user in a virtualized environment, Verify that peripherals are working properly, Installing, upgrading and maintaining system. Responsibility includes: activate, deactivate network port and provide support to onsite and remote users with smartphones and tablets.
- **Analysis Group** 08/2012- 10/2012 Boston, Ma
Desktop Support Specialist
Analysis Group provides economic, financial, and business strategy consulting to law firms, corporations, and government agencies.
Responsibilities: Provide technical assistance in migration of client computer systems from Windows XP to Windows 7. Following procedures set by client to save data, image and restore settings to new computer systems. Map network printers and install applications. Act as hands and feet for project team to assess and resolve any issues to complete migrations. Document and certify completion of migrations to project team.
- **Bank Of New York Mellon** 06/2012-08/2012 Boston, Ma
Outlook Specialist
BNY Mellon is a leading investment management and investment services company, uniquely focused to help clients manage and move their financial assets and succeed in the rapidly changing global marketplace.
Entrusted with supporting users on Outlook 2010 after a migration from Lotus Notes, answer users' questions and escalate issues to higher level when needed.
- **Harvard School of Public Health** 02/2012- 06/2012 Boston, Ma
Desktop Support Specialist
Founded in 1922, the Harvard School of Public Health grew out of the Harvard-MIT School for Health Officers, the nation's first graduate training program in public health.
Responsibilities include: migrating the mail system from Novell GroupWise to Microsoft Outlook 2010 on Mac OS and Windows platform, Create documentations, Answer users questions about the new email system and any other technical issue they have.
- **US Department Of Transportation (DOT)** 05/2011-10/2011 Cambridge, MA
Desktop Support

Entrusted with Active Directory migration; transfer user's profile, user's documents and settings from old domain to new domain. Set up Microsoft Outlook and some of the company's internal applications; troubleshoot any problem after the migration and escalate problems to higher level if necessary.