Jorge D. Garcia (410) 553-1284

Located for now in Baltimore MD. 21215

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Experienced IT Professional with 18+ years of experience in Desktop, Helpdesk and Network Support. Known for demonstrating high-level enthusiastic customer service, installing/configured workstations, laptops, Apple computers, communication connectors, peripheral hardware, and a willingness to achieve time-critical deadlines, resulting in surpassing business objectives.

Skills:

- Windows (10 thru NT 4.0), Novell, Microsoft Office (2000 thru 2016 Office 365), updating and re image of Dells, HP, Apple laptops and desktops, Excel helping users with formulas and the abilities to perform as needed, Norton Utilities, Microsoft Active Directory, adding users adding folders to groups with security for their manager, setting passwords for users, WAN/LAN, TCP/IP, DHCP, IPv4 and IPv6 networks H/P Printers, Dell, Cisco Routing & Switching, DNS, HP Servers, Remedy, Magic Tracking System, Network Support, Network Monitoring & Administration Disaster Recovery, Cloud Computing, VMware, Encryption

Education & Certifications:

- CompTIA A+ Certified - also I have used just about every ticketing system that exist with different companies that I had to work for.
- N. A. P. P. New Horizons Computer Learning Center, Houston TX, 2017
- Windows 2000 Certificate, New Horizons Computer Learning Centre, Baltimore MD 2004
- Windows NT Engineer Certificate, Northern Virginia Community College, Alexandria, VA 2003
- Computer Associate Degree, Microcomputer Technology Institute, Houston, TX 1995
- Computer Specialist Degree, Computer Learning Center, Alexandria, VA 1993

Professional Experience

Modis Inc. Field Technician September 05/2022   till 02/03/2023

Attending different Hospitals true out the USA, fixing Hospital equipment

A3 Solutions an Onin Group Company Temporary assignment's 04/07/22   06/12/22

- *Inventory – installing new systems – moves from office to office – installing smart UPS updating from Windows 8 – 7 – to Windows 10 installing new desktops and laptops installing and updating Imaging on different hardware.*

JW | Jackson Walker -   Robert Half Temporary assignment   October 21 – December - 21

- *Deployment of new systems to all user in the Houston TX., Users, make sure that users had all the documents applications, bookmarks and whatever they need to have on their Surface 7 or their Surface 4, make them familiar with their new equipment and all made for appointment only. Also created a data base that included all the user names and serial numbers of equipment set up to them user.*

Technology Integration Group *ticketing system was used* ***12/27/201 – 1/3/2022***

- *Treble shoot Desktops for the Austin School District, taken them apart and fixed hardware broken by students from different districts.*

Alltran Technology – Temporary work with Robert Half   02/08/2022 – 02/11/2022

- *Trouble shoot and imaging desktops - laptops for same*

Disney at Woodlands Temp work Robert Half   **02/14/2022 – 02/18/2022**

- Inventory of Fox Sports at the location dismantle old equipment TV Station.

Insight Global assignment   Jan 21- Aug/21

Desktop support ticketing system used to obtain calls and closed calls.

1. Installing new systems to banks as Chase bank, PNC and have others connect too remotely to system, also fixing on branches their servers when possible or fixing by replacing system board on servers.

    Installs, configures, maintains, and monitors operating systems and infrastructure services (Microsoft Office 365 Products, Windows 10 and 7)

2. Update and reimage Tablets Desktop Laptops to every user at the Rooms to Go. Also dispatched to perform other duties to be a help to IT departments.

CompuCom - Baker Hughes- GE - Houston TX   June 2019- Sep 2019

Desktop support – Also a ticketing system was used to manage the calls from Customer on site

- Help users with their day-to-day Issues, re image laptops desktops, update drivers, bios, Windows 10 pro support, backup data to USB drives and recall data to their system and have it the way their system was when system were giving to be fix, different users, Engineers, regular office workers and in between.

- Configure Network Printer Setup Scan to Email, Setup Follow Me Print, Support Cisco AnyConnect

Netser Group/ Woodside.AU, Energy Company, Australia / Houston TX.   02/2019 /03/2019

Desktop support

- trouble shoot and performed Break/fix for Dell laptop/desktop, Hardware/software issues

- Experienced with Dell and HP in Windows 7 and 10 environments

- Performed IMACD activities and provided install and support

- Performed Imaging systems using SCCM

- Encrypted systems with Bit locker.

- Experience in ticketing system using (Service Now)

- Experience with Data Networks

- Network connectivity issues, VPN, Print configuration.

- Setup workstations, usage of Window 10 Pro, help users on their day to day assignments, problems with their laptops, connectivity issues encounter when doing their work, keep up with in house applications, refreshing laptops and upgrading applications. Supporting about 14 customers one day per week, part time.

Dell / ABBTECH Professional Resources, Inc., MD.   **July 2018 – November–2018**

Helpdesk Technician – Assignment: Carrol County MD School District / AAM Factories

- Executed Carroll County MD School District's computer rollout for Dell with a team of three setup unboxed imaged 200 laptops and 150 desktops daily getting them ready for students for the school year.

- Trouble shoot and performed Break/fix for Dell laptop/desktop, Hardware/software issues

- Experienced with Dell and HP in Windows 7 and 10 environments

- Performed IMACD activities and provided install and support

- Performed Imaging systems using SCCM

- Encrypted systems with Bit locker.

- Experience in ticketing system using (Service Now)

- Experience with Data Networks

- Network connectivity issues, Cisco VPN, Print configuration.

- AAM Factory Dell client We unboxed up to 200 laptops and 400 desktop got them ready to be deployed updated imaging of all Dell computers, setup up to 40 – 50 units daily, backed up data to server to insure that all PST pictures, data and refreshing laptops - units as of 2019 - asset tracking system - update them, image, making it compliance to disperse them to users responsible to work independent - multi task desktop favourites were reinstalled to new Dell / HP desktop and laptops with Windows 10 Pro, Travelled to Paris Arkansas, Philadelphia, Chicago Illinois, Maryland, we installed approximately 40 units between a team of two visiting users at their desk.

Barrister, Inc., Houston, TX.   **Jun 2013 – Feb 2017**

Desktop Technician

- Trained and assisted computer users with system upgrades, usage of Windows 10, and the Internet; honoured clients' warranties when they bought their system from stores, attended from 10 calls daily.

- trouble shoot and performed Break/fix for Dell laptop/desktop, Hardware/software issues

- Experienced with Dell and HP in Windows 7 and 10 environment

- Performed IMACD activities and provided install and support

- Performed Imaging systems using SCCM

- Encrypted systems with Bit locker.

- Implementation of Office 365 application.

- Experience in ticketing system using (Service Now)

- Experience with Data Networks

- Network connectivity issues, VPN, Print configuration.

Unisys, Fairfax, VA.   **Sept 2011 – Jun 2012**

Field Technician – Assignment: Capital One Bank

- Setup network and workstations for Capital One Bank; travelled to bank branches to setup update or dismantle systems; ensured employees were able to work effectively, including hardware devices, software and wireless connectivity to individual branches.   all warranty repairs - dell, Lenovo, h/p and mac, to be able to organize, multi task, handle inventory, measure - work with heavy volume

- refreshing laptops - 4,000 units as of 2019 - asset tracking system - update them, image, making it compliance to - and disperse them to users responsible to work independent - multi task - handle volume - various assignment's, handle tickets - giving instructions to technicians unpack, image - pair as necessary - there is material which is beyond inventory and work with vendors to take it back - lifting is definitely involved

Kelly Services, Houston, TX.   **Sept 2010 – Jul 2011**

Field Technician – Assignment: Equitrak Inc.

- Installed page counter devices for printers at different cities, lawyers' office locations (Texas: Houston, Dallas, San Antonio, and Austin; Louisiana: New Orleans).

Murdoch- CompuCom, Baltimore, MD   **Mar 2010 – Sept 2010**

Field Technician/Installer – Assignment: Walmart

- Installed hardware software repaired new server H/P Photosmart PM2000 Micro lab printer at Walmart Photo Centre; trained store managers and employees regarding equipment maintenance and troubleshoot. Setup a wireless network router and small private network to remotely control equipment by HP. Directed new technicians to order parts to ensure equipment's functionality.

Inter-American Development Bank, Washington, DC   **Nov 2008 – 2009**

Contractor

- Repaired printers, computers, Windows XP and 2000 systems, and other proprietary applications bank used responsible for 5000 users from all over Latin America, China and others, different nationalities.

Prison Pointe Technology, Baltimore, MD.　　　　　　　　　　**Oct 2007 – Sept 2008**

Field Technician – Assignment: Social security Administration Headquarters.

- Corrected hardware, printers, servers, and desktop issues; serviced Dell computer servers and MPC Gateway laptops. Used Magic tracking system, assisted from 15 to 25 calls from different buildings located at the Social Security Headquarter.