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<b>Eddie M Rivera</b> (US Citizen) <span style="float: right;">Posted by: <b>Individual</b></span>		Tot Exp : <b>11 Yrs</b>	<b>Preferred Employment</b>	Available as of Feb-23-11
<b>Sys Admin/Network;</b>	<b>Configuration Management</b>	US Exp : <b>11 Yrs</b>		
Barranquitas, PR	Ph(C) : +1-508-439-2152	Salary : Market	W2 Contract <span style="color: green;">✓</span>	<a href="#">Email [Check Availability]</a>
Relocation : <b>YES</b>	Ph(H) :	Rate : Market	W2-Permanent <span style="color: green;">✓</span>	
Prof. State(s) : PR	Ph(W) : +1-508-330-3401	Windows XP > 1 yrs	1099 Contract <span style="color: red;">✗</span>	<a href="#">Forward Profile/Resume</a>
VPN > 4 yrs	ACTIVE DIRECT > 4 yrs	Desk Top > 1 yrs	Need H1B <span style="color: red;">✗</span>	
ACCESS > 10 yrs		Migration > 10 yrs	<input type="checkbox"/> <a href="#">Save in Scratchpad</a>	
FIX > 10 yrs		Ghost > 1 yrs		
Desk Top, ACCESS, Ghost, LAN, Migration, VPN, ACTIVE DIRECTORY, FIX, Operating System, WAN, Windows XP, MS Office, Outlook, Remedy, Vista, Avaya, BladeLogic, Dash Board, Data Center, DHCP				
Preferred Time to Call : Flexible - Any Time on Cell +1-508-439-2152		 <a href="#">Download Resume</a> Only for Premium Access		
Corp-Corp Info :				
Notes : I'm looking for job in Puerto Rico. I want to return to my island.				
Domain Experience : <b>IT/Software, Manufacturing, Pharmaceuticals, Telecom</b>				

**Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)**

26 Warner Street Apt 2  
Hudson, MA 01749

Phones  
Email:

Eddie M. Rivera  
Objective

Be part of progressive and aggressive company that offers challenge, professional growth and diversity of exposure. Contribute with my skills and enthusiasm to the best interest of the company, development and learn new skills that will help develop myself as a professional.

Experience

June 2010- Present

TEK Systems Framingham, MA  
Desktop Support Technician

Assigned to Verizon Wireless Regional Office at Westborough MA

Member of the EDN (Engineering Data Networking) Desktop support team

Provide second tier phone and technical support to resolve desktop related issues. 100% hands on, need to remote to every end user machine.

Troubleshoot, fix and resolve network connectivity issues, hardware (break/fix) /software issues, remote access issues (VPN, Connectivity Client by Nortel), configuration

issues, user account issues. Performs complex problem resolution activities according to established procedures and makes decisions that impact assignments.

Analyzes problems, develops and implements solutions, and makes decisions that significantly impact project(s).

Proactively monitors and controls all production systems and networks to maximize systems availability.

Receive, image, configure and track new/existing desktops and laptops. Ghost, RIS.

Configuration Manager (SCCM) Administration

Fix elements in SANE

Assigned To FM Global in Rhode Island for Windows 7 Migration

Migrated end users from Windows XP to Windows 7

Pre Build Hard Drives with Windows 7 Corporate new Ghost image

Active Directory Administration

Marimba Channel and BMC Blade Logic Client Automation Administration

Exchange Outlook Profile and User Profile Configuration

Verify Drive Encryption, Missing Drivers

Make Data Backup & Data Restore, Update Patches and Fixes

Verify, Install, Upgrade Hardware and Software

Verify migration dashboard and QA Computers migration

Re Mapped old Printers to new W7 Printers Queues

Horizon Software Set Up and Database Restore

Configure and Test VPN, Broadband Cell Cards

Use Remedy ticket System

December 2001-May 2010

Amgen Manufacturing Limited Juncos, P.R.

Cabling & Desktop Support Technician, Jr. System Administrator

Support to 2,600 + users, provided technical support for the production division of the manufacturing facility.

Developed and installed operating systems.  
 Provided assistance at the in-house helpdesk providing technical support by phone and in person to the facilities staff.  
 Responsible for loading new software and systems on existing equipment.  
 Responsible for performing troubleshooting activities prior to the implementation of new systems  
 Install/ Troubleshoot / Repair / Upgrades / Migrations / Maintenance & Support of Servers, PC's, workstations, Printers and Peripherals  
 Migrated end users from Windows 2000 to Windows XP  
 Migrated end users from Windows XP to Vista  
 Migrated end users from Exchange 2000 to 2003, 2003 to 2007  
 Install/ Remove & Troubleshoot printers at the Printer Server  
 In charge of Backups of the Site with VERITAS Netback up 6.0  
 Maintain/ Monitoring and Upgrades an ADIC i2000 and i500 robots  
 Monitoring the Virtual Libraries (VTL's) of the Backups  
 Make inventory of Validated, Non Validated and Expired Tapes  
 Verify/ Add and Remove clients to the policies of Netback up  
 Restore Missing data of days, months and years  
 Add/Remove/Modify and Authorize access of clients to folders  
 Created end users accessibility using Active Directory  
 Maintain updated the information of the IS Registry  
 Maintenance of Voice & Data Rooms and Data Centers  
 Coordinate the scope of work of the new projects  
 Supervise a group of 4 Unisys technicians and 2 Interdata technicians  
 Install/ Remove/ Troubleshoot Operating Systems and Programs to Computers & Servers  
 Install LAN Switches, Routers and WAN Access points  
 LAN/WAN Configuration & Technical Support  
 Connect Computers/Servers and Peripherals to the Network  
 Symantec Ghost Imaging and Data Back up  
 Microsoft Office XP/2000/2003/2007 technical support  
 Global Remote Access (GRA) and VPN technical support  
 Help Desk/End user support for hardware, software and windows operating systems  
 PCAnywhere and Dame Ware remote administration solutions with Timbuktu  
 Add/ Remove and Maintenance of Cabling Copper & Optic Fiber Cables  
 Installation/ Maintenance & Support of PBX Nortel Telephone Systems  
 Programming & Install Nortel telephones Systems  
 Follow SOP

Education

January 1997 – May 2003  
 Interamericana University of Puerto Rico Bayamón Campus  
 B.A. Degree in Technology of Electronic Engineering  
 Specialize in Instrumentation & Communications  
 Skills

Microsoft Windows 7/Vista/XP/2000/NT Desktop/Laptops/workstation OS  
 Microsoft Office XP/2007/2003/2000/Outlook XP/2007/2003/2000  
 TCP/IP Ethernet Networking – DHCP and static addressing  
 Active Directory Administration  
 Netscape Communicator, Opera web browsers, FTP, E-mail  
 PCAnywhere and Dame Ware remote administration solutions  
 Help Desk / End-User LAN/Hardware/Software support  
 Answer Phone calls of users and create tickets  
 LAN/WAN/ VPN Setup and Support  
 Desktop, Laptop, Server Hardware and Software setup / installation / maintenance / repair and upgrade  
 Dell  
 Hewlett Packard  
 Use tickets Systems and Inventory Tools (Vantive, Hp OpenView, Peregrine, Remedy, IBM SMS and SRMS).  
 Ghost Imaging & Data Backup/Restore/Migration  
 Infrastructure Systems Design.  
 Removal of Virus, Malware and spyware  
 PBX Operations, Call routing,  
 Data Center Management,  
 Logistics/Inventory management,  
 Coordinate works & Supervise people  
 Fully bilingual (Spanish & English)  
 Certifications  
 Copper Products/ Installation Training by Avaya  
 Construction Safety & Health 10 Hour Training of OSHA  
 Secure use of Air Platforms by OSHA  
 References Available Upon Request

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	SAP Jobs	People Soft Jobs	Business Analyst Jobs	System Admin/Network Jobs	Reporting Tools Jobs
	Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs