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Fausto Pichardo (US Citizen) Posted by: Individual		Tot Exp : 5 Yrs US Exp : 5 Yrs	Preferred Employment Corp-Corp ✓ W2 Contract ✗ W2-Permanent ✓ 1099 Contract ✗ Need H1B ✗	Available as of Jan-14-11 Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad  Download Resume Only for Premium Access
Sys Admin/Network; Tampa, FL Relocation : YES Pref. State(s) : FL	NT Admin Ph(C) : Ph(H) : ✉ Email me job details Ph(W) :	Salary : Market Rate : Market		
Data Migratio > 5 yrs Security > 5 yrs	Deployment > 5 yrs Wireless > 5 yrs	Vista > 5 yrs Desk Top > 5 yrs	ACTIVE DIRECTORY > 5 yrs LAN > 5 yrs	
Desk Top, Vista, ACTIVE DIRECTORY, Windows XP, Blackberry, Data Migration, Deployment, Excel, LAN, Migration, MS Office, Outlook, Security, VMWare, Wireless, Word				
Preferred Time to Call : Corp-Corp Info : Notes :				
Domain Experience : Financial				

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Fausto Pichardo -
 Senior Field Technical Analyst
 Career Summary and Skills
 Over five years IT experience (desktop and help desk)
 Active Directory administration, implementation, and support.
 Strong Microsoft Office experience (Word, Excel, Outlook, etc)
 Four years hands on experience in physical and virtual storage
 Network security group policy implementation and management
 Remote IT/Help desk support
 Print server management
 VMware administration
 LAN/Wireless network configuration and support

Education and Training
 Remington College (Tampa, Fl)
 Baccalaureate of Science - Computer Science

Comptia A+ software/hardware certification
 Dell Certified Systems Engineer

Professional Experience
 Dell Inc.
 April 2009 to Present
 Senior Information Systems Analyst
 Daily job function
 Provided level 3 desktop support in a team setting to a user group of over 3, 500 users. Responsible for following-up with end users when resolution was not reached on first contact. Assembled, configured, and supported computer systems for new deployment. Used company knowledge base and internet to gain more information regarding a problem and research solutions. Participated in various production support optimization activities including desktop migration from Windows XP to Vista and software upgrades at large scale enterprise level. Provided moderate Blackberry support limited to system resets and BES modification, configuration, and support. Managed and maintained print servers. Configured, deployed, and maintained Microsoft computers. Used Active Directory to maintain and manage workstations, users and software wraps.
 Side projects;
 Inventory spare hardware
 Recycle damaged hardware to create functioning systems that can be redeployed
 Participate in a 3,000 user data migration from Windows XP to Windows Vista (Install new desktop/laptop and deploy Vista image)
 Create user training documentation for common issues

Stream
 January 2007 to March 2009
 Senior Representative/Supervisor
 Daily job function
 January 2007 to June 2007 - Senior Representative. Field inbound phone calls from end users seeking assistance with computer issues. Functioned as level two technical support.
 June 2007 - March 2009 Supervisor/Senior Team Member. Participated in team meetings with level one agents and their managers to review team metrics. Functioned as first point of contact for customer escalations. Provided one-on-one peer reviews and mediation to increase team performance.

Verizon

June 2005 to November 2006

Helpdesk Support

Daily job functions

Provided remote desktop assistance via an inbound call center. End users contacted the information center with technical requests, password assistance, and user account lock out issues. Promoted to commercial business team in December 2005. Commercial business team was responsible for handling priority commercial Verizon business clients such as Fedex and Bank Of America.

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