**Veronica Guajardo Hilpert**

**IT Technician – Lead, Install Coordinator, Purchaser**

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**Objective:** To be gainfully employed with a distinguished organization in a position that would allow me to advance and grow as well as learn new and hone current skills.

**Work Experience:**

**IT Technician Experis October 2018~January 2020**

Duties:

• Alamo Colleges District – Helpdesk Support: Supported onsite and remote faculty and staff with access and permissions to software, databases, servers, computer stations, laptops and printers. Supported local and remote students with access and permissions to various required websites, databases, software, and curriculum course assignments. Worked within Active Directory extensively, from user resets, adds/deletes/changes and overall general cleanup. Worked with the Footprints ticketing system. Supported Win7, Win10, Office 365 and MacOS.

• Clear Channel Communications – Desktop Support: PC hardware and software support for local and remote users in mixed Windows and Apple environments, various MS Office Suites and Office 365, general technical assistance and support to end users with the installation, configuration and ongoing usability of desktop computers, peripheral equipment, mobile devices and software. Answer and resolve incoming calls, create, assign and work tickets within Service Now ticketing system.

• Randolph Brooks Federal Credit Union (Computer Solutions) – PC workstation, laptop and phone relocation and setup for a departmental move.

**IT Technician Tek Systems March 2017~June 2019**

Duties:

• The Miner Corporation – Setup training room with 20 workstations that consisted of solid state hd desktop pc’s, 27” monitors, and peripherals. Had to insure stability of power usage and safety in a confined area. Imaged all workstations, integrated them into the company domain, created temp passwords for incoming new hires assigned to the workstations and installed various software applications and anti-virus on each workstation.

• Regency Integrated Health Services – Deployment of new user workstations and laptops, setup and assembly of WOW’s (workstations on wheels), removal and packing of old equipment for shipping.

• JC Penney’s (HP) – Performed user workstation & POS system upgrade installations at various locations. Once systems were installed, insured that users were able to log into workstation or POS system. Packed the old system equipment and prepped it for shipping.

• Red Lobster (HP) – Replaced existing Table Management System with new DineTime System. Once installed insured that the manager was able to log into the new system. Packed the old system equipment and prepped it for shipping.

• The Children’s Place (HP) – Performed server & POS system installations at various locations. Once systems were installed, insured that managers were able to log into the server and users into the POS system. Packed the old system equipment and prepped it for shipping.

• Aerotek (Allegis MPLS Conversion Team) – Performed Junior Network Tech Level 3 duties, which consisted of working in the site communications closet and identifying, then disconnecting circuits from legacy routers and switches and connecting to new devices.

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• JBSA (Randolph & Lackland AFB) (Dell) – Windows 10 OS imaging, desktop/laptop deployment and data migration project, which also included asset tracking management.

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• Pilot/Flying J – POS Ingenico firmware updates and network printer IP network updates. Occasional Ingenico hardware replacement.

• WalMart – PC/POS workstation assessment, relocation, and setup. Make sure that Layaway software is installed and functioning.

• UHG/WellMed – PC workstation image implementations utilizing preconfigured OS and software image.

• KAR Auctions (HP) – PC workstation and printer inventory, surveying and asset management assistance utilizing MS Excel and/or Access as directed by client.

• IHG (HP) – Point of Sale systems upgrade and conversions. PC workstation setups with a preconfigured OS and software image implementations.

• Leidos – PC workstation and phone moves and setups from one floor to another for a departmental move.

**IT Technician APEX Systems September 2018~October 2018**

Duties:

• Whataburger – Provided remote support to field deployment technicians installing POS systems at various locations. Also followed up and verified POS equipment status and efficiency by remote verification and verbal verification with store management.

**IT Technician Robert Half Technology August 2017~June 2018** Duties:

• All Covered/Allied Universal – Domain migration for company issued laptops and cell phones.

• Rolls Royce Aerospce NAS Kingsville (British Telecom) – Racked and stacked new Cisco 4331 router and connected patch cables to new device as directed by the remote BT Federal Engineer. Then assisted with any troubleshooting as required.

• Target – Assessed existing and upgraded RAM, then verified POS system functionality on self-checkout registers at various locations. Also installed an additional server to expand current capacity at one location. Worked with remote IT management group to verify complete functionality of blade server installation or upgrade, self-checkout stations and associated peripherals.

• YellowFolder – Verified and packed student records for HIPAA secured transport to FedEx for final delivery to a secure records & data storage facility.

**General Clerical & Retail Inventory Manpower March 2017~June 2017**

Duties: General office/clerical work to include working with general office equipment, computers, printers, and postage equipment. Retail inventory of department store merchandise using inventory/asset management equipment.

**IT Helpdesk Analyst Leidos (formerly SAIC) March 2010~July 2016**

Duties: DHS-DHA Global Service Center Helpdesk Analyst – Supported the Military Health System to include hospitals, hospital ships, and field hospitals in theater with their software, databases, servers, computer stations, printers, and associated hospital equipment.

**IT Technician Modis IT Staffing July 2009~December 2009**

Duties: Bexar County DA – PC workstation moves, modifications, and setups, preconfigured OS and software image implementations, pc and printer hardware maintenance and repair, hardware inventory, surveying and asset management assistance utilizing MS Excel and/or Access as directed by client. Worked within Active Directory extensively, from user resets, adds/deletes/changes and overall general cleanup.

**IT Technician International Bank of Commerce aka IBC May 2007~June 2009**

Duties:

• PC workstation moves, modifications, and setups, preconfigured OS and software image implementations, pc and printer

hardware maintenance and repair, hardware inventory, surveying and asset management assistance utilizing MS Excel and/or Access, and traveling to support other regional markets as directed by employer. Worked within Active Directory extensively, from user resets, adds/deletes/changes and overall general cleanup.

• IT Purchaser for my regional IT department and in some cases the entire company depending on IT inventory needs. Maintained an exceptional rapport with various vendors, negotiated contracts with service providers for my regional department when authorized by departmental VP and was recognized by departmental management for cost savings and substantial rebates/deals based on quantity based purchases, one of which was a rebate of $10,000.

• IT Fleet Vehicle Manager for my regional IT department, insured that all department vehicles were mechanically maintained and serviced as well as cleaned and detailed.

**IT Technician Robert Half Technology December 2006~May 2007** Duties: International Bank of Commerce aka IBC – PC workstation moves, modifications, and setups, preconfigured OS and software image implementations, pc and printer hardware maintenance and repair, hardware inventory, surveying and asset management assistance utilizing MS Excel and/or Access, and traveling for the client to support other regional markets. Worked within Active Directory extensively, from user resets, adds/deletes/changes and overall general cleanup. (I was transitioned to direct hire before end of contract based on my exceptional performance.)

**IT Technician Manpower October 2006~November 2006**

Duties: Pacificare (IBM) – PC workstation moves, modifications, and setups, preconfigured OS and software image implementations, pc and printer hardware maintenance and repair, hardware inventory, surveying and asset management assistance utilizing MS Excel and/or Access as directed by client. Telephony: punch downs, telephone hardware support & software integration. This was a transitioning contract as Pacificare merged with United HealthCare and HP was taking over as IT equipment vendor from IBM.

**IT Technician** **Volt Services Group December 2005~July 2006**

Duties: Clarke American UNIX Security Analyst – Support and assist the UNIX Administrator by reviewing logs, reports, and operating system for past and real-time server intrusions utilizing MS Excel and/or Access; to include documentation and appropriate resolution of intrusions, worked with IBM AIX 5.3.

**IT Technician Tek Systems August 2005~November 2005**

Duties:

• USAA Desktop Customer Support Analyst – PC workstation moves, modifications, and setups, preconfigured OS and software image implementations, pc and printer hardware maintenance and repair, hardware inventory, surveying and asset management assistance utilizing MS Excel and/or Access as directed by client. Telephony: punch downs, telephone hardware support & software integration. Worked mostly with HP desktops and HP, Xerox, and Canon printers. Worked within Active Directory extensively, from user resets, adds/deletes/changes and overall general cleanup.

• The Scooter Store Helpdesk Analyst – Coordinated and routed internal trouble reports via phone and email for proper assessment and resolution of trouble issues for OS, software, hardware, and telephony.

• Wagner High School (Judson ISD) Desktop Support Tech – Installation and initiation of new HP systems and workstations. Assisted with deployment of OS image for school administrative and teaching staffs and various classroom labs.

**IT Technician Remedy Intelligent Staffing September 2004~April 2005**

Duties: USAA IT Website Support Specialist II – Assisted USAA members and employees with website access and navigation. Required attention to detail, knowledge and adherence of HIPPA, Privacy and Security Act laws, and troubleshooting skills independent of OS/browser used by the customer.

**SGML Translator/Tagger Tri-Cor Industries, Inc. October 2003~September 2004**

Duties: Standard Generalized Markup Language tagging and translating DOD/military technical manuals within ATOS system from SGML to text; proofing and quality assurance of completed material. Fast paced environment with time constraints requiring attention to detail, accuracy and security protocols.

**Install Coordinator/Order Entry Tech II WorldCom MCI June 1996~December 2002**

Duties: Job duties for the last 4 years, install coordination with various internal departments, vendors, LECs, and customer vendors of local, long distance, PBX (primarily Nortel equipment), frame relay, T1/T3, and isdn services to include international installs in Canada, Japan and South America. Additional duties consisted of the data entry of orders for various services listed previous as well as researching and troubleshooting service problem tickets within a timely manner in order to minimize commercial customer down time and account relations management. Various other duties performed prior: Customer service, customer mediation, billing research.

**Languages:** Spanish – Spoken, read and written fluently with moderate technical writing abilities.

**Education:**

**Del Mar College West, Corpus Christi, TX January 1987~March 1987**

State certification and licensing for Law Enforcement Reserves, completed successfully with the Texas Commission on Law Enforcement Agency in San Antonio, TX in March 1987.

**San Antonio College, San Antonio, TX Spring/Fall 1991~1992**

Criminal Justice Major.

**Tech Skills, San Antonio, TX April 2003~October 2004**

Studied and prepped for A+, Networking+, Security+ certifications.

**Independent Technical Study October 2004~to current**

Independent study of various Linux OS (non-Windows), various Mac/Apple OS, POS systems, security systems and other technologies. Considering Cisco and Nortel certifications.

**Additional Skills & Attributes:**

* Attention to detail with prioritization/organizational and problem solving skills. Willing to take on tasks and assignments that challenge me both and as individual and a technician.
* Extensive customer service experience in various industries for both internal and external customers either in person or over the phone.
* Currently experimenting with Ubuntu 16.04 LTS with a Gnome overlay and Libre office suite. Will be studying REMnux virus/malware reverse engineering software within Ubuntu.
* Printer & Copier maintenance and minor repair proficient, network and consumer printer/fax setup
* Local and long distance Telecom services, Frame relay, T1/T3, ISDN and DMS switches
* Various PBX systems
* Experience with Windows Group Policy
* Various Windows OS’s (including server) & Windows Office suites
* MS Outlook &Novell Groupwise
* Various security and antivirus/malware software for both Windows and Linux OS
* Various browsers for both Windows and Linux OS
* Mocha Telnet and Mocha TN3270/TN5250 for older systems and studying its current application for Android devices
* Various office equipment
* Ability to research and follow technical directions for equipment diagnoses and repair
* IT and General purchasing experience
* POS (Point of Sale) equipment and software deployment and implementation
* Pawn shop equipment and software deployment and implementation
* Familiar with Technology federal laws and policies
* Identity theft and fraud detection and counter measures, to include reporting to appropriate state and federal agencies
* Inventory, Asset Management, and Loss Prevention
* Law Enforcement background to include state board certification, current status inactive