**Rodney Glover**

601 W 163rd St NY, NY 10032

917-769-3928

[rodnee5566@gmail.com](mailto:rodnee5566@gmail.com)

**Professional Experience**

**ConEdison New York, NY**

*Sr. Desktop Lead/Technical Support Analyst J*uly 2019- Present

* Provide tool management and maintenance to a population of 270 ProField Encore handhelds and approximately 200+ users
* Worked to transition the ProField Encore application from the Panasonic Tough-pad to a new Surface Pro tablet
* Administrator level support for Active Directory, Groups Policy, activating and deactivating accounts.
* Utilized 365 Management Console, Admin level, adding licenses
* Diagnosed LAN drop issues router and switches connectivity issues
* Technical support for Windows 7 and Windows 10 Operating Systems
* Support for Office 365 and Office 2016
* Knowledge and Support for SharePoint application.
* NetMotion VPN Support for all handheld devices and laptop computers
* Utilized SCCM, created software packages, remote tool, also used to push software, printers
* IPAD/IPHONE Support
* Surface Pro Support
* Utilized Symantec Security System
* Utilized ServiceNow Ticketing System
* Installed and configured Cisco Catalyst 3850 48 PoE+
* Installed and configured APC Sunset 10/100Base-T UPS
* Utilized Oracle BI
* Wrote procedures, create and provide training to end users and Technicians
* Strong writing skills - with the ability to draft procedural and process flow documents.
* Experience working with Excel spreadsheets, creating pivot tables and data analysis
* Worked closely with project managers on several key projects
* Developed and ran ad hoc Microsoft Excel spreadsheet reports
* Utilized Tableau Desktop

**Sompo International New York, NY**

*Sr. Technical Support Analyst/Network Support October 2018 – July 2019*

* Administrator level support for Active Directory, Groups Policy, activating and deactivating accounts.
* Utilized Microsoft Deployment Tool (MDT) mounted Images imported source files also mounted OS app as well as additional apps.
* Diagnosed LAN drop issues router and switches connectivity issues
* Utilize Microsoft System Center Configuration Manager (SCCM) to remote into computers and push software to desktops and laptops.
* Setup conferences equipment such as Polycom, Cisco and BlueJeans Video Conferencing Systems
* Installed and configured AirWatch for secure email and apps
* IPAD/IPHONE Support
* Installed and configured HP ProLiant ML370G6
* Installed and configured Cisco Catalyst 3500 and the Cisco Catalyst 2960-XR
* Utilized Sophos- XG Firewall Control Center
* Cisco Anytime VPN Network installation and configuration support for Windows computers
* Software Packaging via SCCM
* First level support for trade applications Bloomberg
* Utilize 365 Management Console, Admin level, adding licenses
* Support for soft token installation on IPhones, Androids
* Technical support for Windows 7 and Windows 10 Operating Systems
* Configuration of Network Printers scanners and fax machines
* Utilized Sophos Security System
* Support for Citrix application
* Knowledge and Support for SharePoint application.
* Utilized Fresh Service ticketing system to track requests and incidents. Monitor SLA status of open incidents, run reports
* Worked closely with the Engineering team, testing stage PXE boot configuration
* Support for Cisco Network Desk Phones

**Newell Brands Hoboken, NJ**

*Office365 L3 Support Analyst*  *June 2017- August 2018*

* Utilize 365 Management Console, Admin level, adding licenses, forwarding and giving access to email accounts also utilized Azure.
* Administrator level support for Active Directory, Groups Policy, activating and deactivating accounts.
* Utilized SCCM, created software packages, remote tool, also used to push software, printers etc.
* Installed and configured VMware (Parallels)
* Utilized Microsoft Deployment Tool (MDT) mounted Images imported source files also mounted OS app as well as additional apps.
* Utilized Casper Management Tool to push software and script packages. Also
* Used as a remote tool.
* Installed and configured Cisco Catalyst 2960-XR
* Utilized Cisco ASA 5510
* Utilized and configured Cisco 1941
* Technical support for, OS EL Captain, Sierra and Windows 7, Windows 10
* Setup conferences equipment such as Polycom Video Conferencing Systems
* Utilize Service Now ticketing system to track requests and incidents. Monitor SLA status of open incidents, run reports
* Trained techs as well as users on how to use Service Now
* Support for Citrix applications
* Cisco Anytime VPN Network installation support for MAC and Windows computers
* Support for Adobe Suites CC2015 as well as CS5 and CS6
* Worked closely with the Engineering team, testing stage for new images for Windows and Mac images
* Knowledge and Support for Citrix applications.
* Support and Installation of Parallels software
* Utilized Mas360 MDM management tool
* Utilizes SharePoint as knowledge base
* Installed and configured servers and switches
* New Hire setup
* Support for soft token installation on IPhones, Androids and Google phones
* Utilizes Verizon Enterprise Support to setup SIM cards, phone numbers and entry of user info.

**Estee Lauder Co. New York, NY**

*Sr. Executive Desktop Support(lead)**October 2016 – June 2017*

* Technical support for, OS EL Captain, Sierra and Windows 7
* Active Directory support, reset passwords and set membership
* Utilize Microsoft System Center Configuration Manager (SCCM) to remote into computers and push software to desktops and laptops.
* Utilized LANREV to push software and connect remotely
* Technical Support for Microsoft Office 2010 and Office365
* Utilized Office 365 Management Console
* Utilized Exchange Management Console
* Utilized SCCM for reimagining on Windows computers
* Utilized Casper Management Tool to push software and script packages. Also
* used as a remote tool.
* Support for Office 2016 during migration to Office 365
* Setup conferences equipment such as Tandberg Video Conferencing Systems
* Support for Citrix application such as SAP, TODO and Microsoft apps
* Worked closely with the development team, testing stage for new images for Windows and Mac images
* Support for soft token installation on IPhones, Androids and Google phones
* VPN Network installation support for MAC and Windows computers
* IPAD/IPHONE Support
* Utilize ServiceNow ticketing system to track requests and incidents. Monitor SLA status of open incidents
* Utilized Zebra TC Series handheld device, installed software configured and troubled shot device
* Installed and configured VMware (Parallels)
* Diagnosed LAN drop issues router and switches connectivity issues
* Utilizes SharePoint as knowledge base
* Knowledge of Bomgar remote tool
* Installed and configured Mobile Iron for secure email and apps
* Support for Adobe Suites CC2015 as well as CS5 and CS6
* Installed and configured Waco Tablets
* Knowledge of MDM management
* New Hire setup
* Configuration of Network Printers scanners and fax machines
* Personal printer setup

**Aeropostale Inc. New York, NY**

*Desktop Analyst July 2016- Oct 2016*

* Utilize Microsoft System Center Configuration Manager (SCCM) to remote into computers and push software to desktops and laptops.
* Technical support for, Windows 7
* Technical Support for Office 2016
* Active Directory support, reset passwords
* Worked closely with the offshore team to come fix issues remotely
* Technical support for, Mac OS X Yosemite and El Captain
* Worked closely with Development team to come up with solutions to benefit image creation.
* Utilized Casper Management Tool to push software and script packages. Also, used as a remote tool.
* Technical Support for Microsoft Office 2010 and Office365
* Utilized Ghost reimaging software
* Support for Outlook email services
* Setup conferences equipment such as Polycom Video Conferencing Systems
* Installed and configured AirWatch for secure email and apps
* IPAD/IPHONE Support
* Support for Citrix application
* Support for AS/400
* Support for RSA Token wireless security system.
* Setup remote tokens so user can log in though the VPN Network
* IPAD/IPHONE and Blackberry support
* Utilize ServiceNow ticketing system to track requests and incidents. Monitor SLA status of open incidents

**R.R Donnelley Financial Inc. New York, NY**

*Business Analyst ll December 2014 – June 2016*

* Partnered with business developers and other planners to assess current capabilities and identify high-level requirements.
* Build on technical and business knowledge. Sought out innovations in process improvement, better utilization of resources, product enhancements, improved communications and faster issue resolution.
* Developed system and system integration test plans and testing scripts.
* Developed system test data and performed system, parallel, system integration and stress tests.
* Supported security related applications such as Seclore and EMC cloud security.
* Developed precise documentation of prioritized functional requirements that can directly be converted to test plans, use cases, and system conceptual designs to meet
* performance targets and development project plans.
* Built on technical and business knowledge. Sought out innovations in process improvement, better utilization of resources, product enhancements, improved communications and faster issue resolution
* Assisted in the coordination of system and system integration testing.
* Assisted the quality assurance testing team.
* Developed precise documentation of prioritized functional requirements that can directly be converted to test plans, use cases, and system conceptual designs to meet performance targets and development project plans.
* Maintain contact with each company regarding technology projects, technology clients, pain points, priorities, ongoing support, and upcoming projects.
* Created and maintained all client facing Help Documentation for both the Venue and Roundtable virtual data rooms.
* Knowledge of HTML, CSS3, XML
* Created How-To documentation for all system features.
* Organized, created and maintained all internal system documentation liaise with Product Development team to understand new functionality in order to create supporting documentation
* Worked closely with the offshore team to come up with solutions and testing documentation
* Assisted with writing process documentation for operations department
* Assisted with writing use cases for system features

**Coach Leatherwear New York, NY**

*Sr. Executive Desktop SupportLead May 2011 – October 2014*

* Technical support for, Windows 7. Fixed error within the OS system. Installed
* Technical support for Microsoft Office 2003-2007, 2010 and Office 2011
* Worked with procurement team on purchasing hardware
* Over saw Deployment of workstations for all new hire computers and printers
* First level support for trade applications Bloomberg and Reuters
* Support for Blackberry devices, break fix issues and error messages
* Tandberg Video Conferencing Systems support. Setup conferences.
* Utilized Bluebird EF500R handheld device, installed software configured and troubled shot device
* Diagnosed LAN drop issues concerning routers and switches errors and connectivity issues.
* Cisco VOIP support issues that may come up with computer connected through phone system.
* Utilize Magic ticketing system to track requests and incidents. Monitor SLA status of open incidents
* Migrated from Mobile Iron to AirWatch for secure email and apps
* IPAD/IPHONE Support
* Utilized Parallels VMware, configured and Installed
* Configured Symantec Antivirus through the internet update tool
* Utilized Remote desktop tool for PC’s and mac’s
* Imaged desktops and laptops with Ghost imaging software
* Setup wireless connections on PC laptops and Mac computers
* Provide phone support to Coach remote “C” clients.
* Sametime (IM Device) Support. Configures Sametime for conference room setup
* Technical support for, Mac OS X Mountain Lion and Maverick
* Utilize Centrifiy to bind computers to network
* Utilize Apple migration tool to transfer data

**Software\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Office2003, 2007 Office 365 and 2010, 2016 Microsoft 7,8 and 10 MAC OSX Active Directory, Norton Anti-Virus, Lotus Active Directory, Unix, MySQL, SQL, SQL PLUS, Citrix, Exchange, Wise Installer, Visual Basics, Bloomberg, Reuters, Altiris, LANDesk, VPN, SAP, NetIQ, TCP/IP, Juniper Network, NYSENET, EFP, eNYSE Portal, Adobe Suites Photoshop and Illustrator CS5 AND CS6, Cisco VOIP, Service Now, CC 2016, 2017, Sophos- XG Firewall Control Center

**Hardware\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

HP ProLiant ML370G6, Cisco 3800,Cisco Catalyst 3500,Avaya IP Office 500,Cisco Catalyst 2960-XR, Cisco,2901, Cisco 1941, Cisco ASA 5510,Dell laptops, Dell desktops, Mac desktops and laptops, Lenovo laptops and desktops, Zebra TC Series Hand Held Devices, Lenovo Docking Stations, HP LaserJet printers, IPhones, IPads, Androids Wacom Tablets, Bluebird EF500R

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Technical Institute of America** 2016 New York, NY

*CompTIA Security+*

* **New York University-SCPS** 2010 New York, NY

*SQL*

* **Xenon Technical School** 2006 New York, NY

*Oracle9i*