**VDI Administrator - Technical Support Analyst**

**Location:**

[Las Vegas, NV](https://www.postjobfree.com/l/Las-Vegas,-NV/resumes)

**Posted:**

August 05, 2023

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Charlene Garrett

VDI Administrator- Applications & Technology Support Analyst

E?cient and experienced professional with proven knowledge of networking, desktop, and emerging technologies. Aiming to leverage my

abilities to successfully help the organization achieve its goals.

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SKILLS

TCP/IP, DNS, Routers, Networking, VM Ware, Citrix, Windows, AD, System Center Con?guration Manager

Imaging, Deployments, Migrations,Desktop Hardware & Software Installation & Troubleshooting

Hardware and Software Con?guration Windows and SQL Server, O?ce 365, Azure

WORK EXPERIENCE

VDI Administrator- Applications & Technology Support Analyst

Robert Hath, Southern Nevada Health District, CHC

01/2023 - Present, Las Vegas, NV

Achievements/Tasks

Analyze user requirements for health care applications, address technical problems, and work with engineering, IT sta? to provide

solutions, evaluate, and deploy new VDI Horizon desktops, computer hardware, software.

Perform complex troubleshooting and diagnostics, dealing with various connectivity, resource, and storage issues. Function as a business

partner - (SME) by consulting with health center sta leadership to proactively identify current and future health center application and

technology needs.

Ensure systems conform to established enterprise/industry standards (systems management, security, operating systems, and reference

models. Ability to work independently, embrace change daily, and prioritize projects to meet SLA agreements .

Assist with automated deployments of packaged software, desktop related projects (OS upgrades, deployments, patching, and hardware

refreshes). Demonstrate strong customer service skills, including the ability to manage customer complaints, problems, questions,

con?ict, and suggestions.

Provide technical support for software application developers, database administrators, and sta Respond to helpdesk incidents and

requests in a timely manner and within de?ned service levels.

Identify symptoms and break problems into distinct and manageable parts; interpret root causes associated with a given problem; seek

other resources/expertise to de?ne solutions; assist in solving intra-team problems.

Desktop Engineer ? Applications & Technology Analyst

Veloc. Inc - Howard Hughes Corporation

06/2022 - 02/2023, Las Vegas, NV

Achievements/Tasks

Experience with Active Directory, DHCP, DNS, Remote Access, routers, switches, Windows and O?ce Products, exchange mail server,

Monitor tickets que, identify and diagnose hardware and software problems.

Provide white glove services for executives, their teams, and end users. Investigate, troubleshoot, and resolve daily issues related to

workstations, peripherals, phones, mobile devices, operating systems, and applications.

Expertise in Windows operating systems, VMware, Citrix, productivity applications, Active Directory account management, SCCM

(Microsoft System Center Con?guration Manager) to deploy operating system, software applications, imaging, and remote support.

Function as the Desktop engineer for seven sites in the Summerlin's and Las Vegas Aviators Ballpark, tier 2-level support of Microsoft

O?ce products Group policies, McAfee drive encryption, anti-virus software, Windows domain networking.

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WORK EXPERIENCE

Software - Deployment Support Analyst

Georgia Tek Systems Inc

06/2022 - 12/2022, Las Vegas, NV Remote

Georgia Tech Systems - Starbucks

Achievements/Tasks

Nightly Deployment Validation for North America and Canada Starbucks Company owned stores. Release & Deployment support

Symphony 18.2 upgrades overnight, critical analytical thinking, and strong written verbal communication skills.

Back up team leader Monitoring and Support software deployments using Marimba to perform remediation based on SOPs Point of sales

domain experience, Windows 7/10 troubleshooting logs, remote tools Kaseya, SCCM, VNC Troubleshoot deployment failures and issues

through SOPs before store openings the following day.

Reports, analyzes, deployment issues and provides e?ective resolutions by communicationing to release - deployment teams and

management. Verify that endpoints have successfully installed using SQL queries, and compliance report before the store open.

Perform maintenance and system con?guration support for the endpoints that are part of deployment Assists in deployment risk

assessment and mitigation activities.

Desktop Engineer ? Application Analyst

Alorica Corporation

01/2022 - 07/2022, Las Vegas, NV

Achievements/Tasks

Provide 2nd and 3rd tier desktop desktops, laptops, LAN connectivity, TCP/IP, DHCP, and DNS network protocols.

Inventory Management, Networking, Installed and con?gured Windows operating systems on desktops, laptops, tablets, servers, and

other devices. Troubleshot network connectivity issues for local area networks, wide area networks, virtual private networks, wireless

connections.

Support and troubleshoot hardware and software, Windows & Applications Support, Group policies, installation's and con?gurations.

Point of Sales Application Analyst

Robert Half

09/2021 - 12/2021, Las Vegas, NV

Achievements/Tasks

Troubleshoot onsite employees' hardware and software issues. Ensure the point of sales systems transactions are following the Payment

Card Industry Data Security Standard (PCI DSS) to prevent credit card frauds and additional security threats & vulnerabilities.

Implement contactless payments such as apple pay, after pay to 300+ stores point of sales systems. Troubleshoot, research, and resolve

POS system problems, credit card terminal issues, pin pads, tablets by analyzing system and application logs, error messages, and making

con?guration changes in Notepad plus.

Improve point sales terminal performance by identifying problems, and ?xing outages. Troubleshoot and resolve hardware, software,

and internet issues at the stores. Receive & resolve inbound calls, emails, tickets from Oracle and the stores. LogMeIn remote tool.

Use SQL to deploy massive system modi?cations, updates, upgrades, patches, and for reporting purposes. Update payment gateway

portal to connect registers to the Chase payment services.

Desktop Support ? VM Ware Administrator

Pyramid Consulting, ID Excel, Agenesis

07/2017 - 12/2019, Dallas ? Ft. Worth, TX

Achievements/Tasks

Windows 10 upgrade and VDI desktop deployment project, in large enterprise environments with 10K+ machines. Build, deploy, and

troubleshoot Horizon VDI deployments. Provide professional support and direction for VMWare Horizon end users, troubleshoot Citrix

and VM Ware desktop sessions, connectivity issues.

Con?gure, upgrade software, support virtualization e?orts, and secure the network. Worked with application teams and Project

Managers on multiple assignments simultaneously TCP/IP, DHCP, and DNS network protocols.

Under general guidance from engineer troubleshoot failed Window 10 deployments, gather, and analyze log ?les.

PXE Boot PC Imaging, Active Directory account management, SCCM (Microsoft System Center Con?guration Manager) to deploy

operating system, software applications, and imaging collections management.

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WORK EXPERIENCE

Desktop Support Technician

Link Technology

09/2020 - 08/2021, Las Vegas

Achievements/Tasks

Set up the IT networks, printers voter's registration Kiosks at voting sites across Nevada Calibrated scanners, card readers, to prevent

voter's software from malfunctioning Provide Tier 2 Support for network issues for Northwest voting sites.

Post Migration: Exchange (new mail pro?les) and O?ce 365 Support Migrated 2000+ users accounts, laptops, desktops, iPads, and smart

phone, from Sand to Venetian domain.

Skills in installing applications and computer peripherals, imaging, Windows 10 Deployments, TCP/IP, DHCP, and DNS network protocols

and services, troubleshoot hardware-software issues.

Analyze user accounts pre-migration. Remote into desktop using Bomgar or LogMeIn, software, ran migration script, created new

accounts on Venetian Domain.

IT Analyst & VDI Support Technician

Hilton World Wide

01/2015 - 01/2017, Carrollton, TX

Achievements/Tasks

Build, deploy and provide technical support for VM Ware desktops, laptops, VPN, connectivity, printing, Windows networking, DHCP, TCP-

IP, Active Directory Administration, DNS, O?ce 365 administration.

Provide Tier II technical support, Windows 7&10 troubleshooting, software application support, Group Policy, Imaging, Install, con?gure,

troubleshoot computer hardware, software, and network equipment for 10,000 Hilton work at home population with a 98% resolution

rate.

Service Now and Jira ticketing systems, VPN,Group policies, McAfee drive encryption, anti-virus software.

Desktop Support

Capital One

07/2015 - 07/2016, Plano, TX

Achievements/Tasks

Troubleshoot, and resolve all business customer online account issues and applications

Install, con?gure, diagnose, and repair hardware, software and network equipment, system imaging, deployments, ?x customer online

account issues,report customer feedback on products and service

Test Windows 10 operating system/application features and functionality to prepare for OS upgrades, PC imaging, new employee

deployments

EDUCATION

Business Administration - Concentration Accounting

Augusta State University

Augusta, Ga

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