

Renato Ferraz Resume - 2007

Home phone: (484) 821-5864

E-mail: renatoferraz@yahoo.com

Web Resume: <http://www.geocities.com/renatoferraz>

HARDWARE: IBM and compatibles, hard drives, NIC cards, PCMCIA, Ethernet cards, Wireless, modems, cabling, Major Brand Printers, JAZ drives, ZIP drives, SCSI cards, CD-ROM, CD Recordable, Video capture cards, workstation setup and upgrade, Video conferencing cameras, Cybex box, black box, hubs, switches, routers, super disk, Palm Pilots, WinCE Devices, Blackberry / RIM Devices, MP3 Devices, ipod, Wireless networking

SOFTWARE: MS-DOS, Windows 3x/9x/NT/2000/XP Workstation/Server, MAC OSX 10.4, TCP/IP, IPS/SPX, MSOffice 97/2000/XP/2003, Outlook98/2000/XP/2003, Office 2004 Mac, Lotus Notes, Internet Explorer, Netscape Communicator Suite, PC Anywhere, NT/Citrix Terminal Client, PUMA Intellisync, Blackberry / RIM Synchronizing Software, iManage docs, MP3, Video Editing

WORK ENVIRONMENTS: Hands-On Desktop PC Support, Over 2 Years Call Center – Phone Support PC, Server PC, light MAC Experience.

EXPERIENCE:

Zenith Resources

Oct2005-Present

Excerpta Medica (Elsevier), Bridgewater, NJ

Desktop Support – 100 Local Users

- Support users running Windows XP, Mac OSX, MS Office2003/2004, Outlook, Entourage, Acrobat 7 Pro, Contivity VPN, SecurID
- Support hardware such HP Desktop and Laptop PC's, Blackberry Devices, HP and Canon LaserJet Printers
- Maintain and replaced all types of PC hardware such as hard drive, memory, wireless, etc., Performed PC upgrades
- Created/Deployed/Upgrade PC Images Utilizing Symantec Ghost, Utilized Altiris deployment console for application distribution
- Utilized Formal tracking system Open Pursuit, Maintain Arcserve Tape Backup System

Premiere Global Services, Tinton Falls, NJ

Technical Support (Call Center) - 1500 Global Users

- Handled and Responded to call center calls – 100% Phone Support
- Support users running all versions of Windows OS, Mac OS, MS Office, Acrobat, Excel and Access databases
- Handled average of 40 phone calls on a daily basis and Resolved average of 35 technical issues daily
- Excellent customer service skills as displayed through response to call center calls
- Support / Maintain various web based communication products utilizing exceed UNIX platform
- Utilizing Formal tracking System Remedy

NorthEast Mortgage

Feb2004-Sept2005

NorthEast Mortgage / Exit Home Realty, Staten Island, NY

LAM Admin - 50 Users

- Support / Setup / Maintain LAN, WinXP Client Workstations and Win2003 SB Server in DHCP / Static environment
- Support / Setup / Maintain SB Exchange Server 2003
- Support WinXP workstations running on Dell laptops and desktops and Palm Pilots
- Support Workstations running Office2003, Outlook2003, IE6, Adobe acrobat reader/full, PC Anywhere, Remote Access
- Support / Update Norton Antivirus and eTrust EZ antivirus
- Setup Maintain Calyx Point Processing and L.O. Software and Data.
- Serviced/Install all hardware on all Desktop PC's and server, data recovery/restore
- Setup / Maintain Routers, Wireless, VPN, Switches and Hubs, Ran Cat 5 Cables , Setup Wall Jacks
- Setup / Support HP and Sharp LaserJet

ABBTECH Staffing Services inc

Oct2001-Jan2004

Internal Revenue Service, NYC

Desktop Support - 500 Users

- Support / Maintain WinNT / WinXP Client Workstations in NT TCP/IP Environment
- Support WinNT / WinXP workstations running on Micron & Dell laptops and desktops, Compaq & HP desktops
- Support Workstations running Office2000, Outlook2000, Norton Antivirus, IE5.5,
- Adobe acrobat reader/full,*also installed proprietary software
- participated in COE (common operating environment) rollout Utilizing Symantec Ghost:
- insured all user data was backed up, installed COE Image, restored data,
- Hardware serviced/Installed on all Laptop PC's and Desktop PC's:
- installed all hardware with corresponding software drivers
- Setup / Support HP and Lexmark LaserJet in static IP printer environment

Choice Consulting

Sep2000-Sep2001

CBS Broadcasting National News Service, NYC

Desktop Support - 100 Users

- Support / Maintain NT domain on static TCP/IP Network with IBM Desktops and Toshiba Laptops
- Monitor / Support / Maintain / Installed / Configured WINNT 4/2000, MS Office2000, Pinnacle Systems
- Montage/Vortex, Winzip8, MS Outlook2000, IE5, WinTV, PC Anywhere 9, NIM, Adobe Acrobat Reader
- Support Dial-up Remote Access Clients, Utilized MS User/Server Manager For Domains

- Support HP LaserJet/All-in-one Printer, Support PC Hardware Issues

Enron / East Coast Power, NJ

Desktop Support - 200 Users

- Support / Maintain WinNT 4.0 Client / Server, Win95 Clients on NT domain on TCP/IP With DHCP
- Setup / Support Lotus Notes, PC Anywhere, Word97, Excel97, IE4, Netscape Navigator 4.6,
- GP mate, Crystal reports, Minitab, Platinum Reports, WinZip, McAfee AntiVirus, Service Pack Upgrades
- Compaq Desktops and Laptops, Dell Laptops, HP DeskJet / LaserJet Printers, 3com NIC Cards, Zip Drives
- Compaq Proliant Servers, Tape Backup, Setup / Support Remote Users with Citrix ICA client

CNBC.com, Fort Lee, NJ

Desktop Support - 400 Users

- Support and Rollout WindowsNT4/SP4 machines on TCP/IP NT domain and Novell 4.11
- Install and configured windows NT4/95/98, Office97/Sr2, outlook97/98, IE4, IE5, Netscape4.5, frontpage98, WS FTP,
- People Soft, Adobe Photoshop5/Premiere5/Acrobat Reader, JAZ/ZIP drives, Macromedia Director7/Flash3, Pkzip,
- Avid News, Avstar, HP jetadmin, NT service pack 4 and 5, Frontpage2000, WinTV, AOL4.0, 3com network cards,
- Setup, Synchronize and support Remote access user's with NT4 IBM ThinkPad's and in Projects addition Installed

GE Capital IT Consulting

Oct98 - April99

KPMG, Montvale, NJ

Technical support analyst (Call Center) - 5000 Global Users

- Supporting Microsoft Outlook and IE4 issues, Remote User's with installation and procedures
- Guided user's through Dial up networking configuration and SecurID set up
- Utilizing SimpTerm Administration Utility for SecurID, Created SecurID card user profiles,
- assigned and unassigned cards, Set up users with emergency access pass codes
- Created SecurID web pages for Technical support analyst reference
- Utilizing a formal tracking system (Remedy system)

PC Help Consulting Services

Sept97 - Sept98

The Royal Bank of Scotland, NYC

Desktop support - 100 Local Users

- Upgraded Compaq/Gateway2000 workstations to WindowsNT 4.0(service pack 3)
- Reinstalled and Reconfigured Ethernet cards, sound cards, video cards
- Installed and configured video conferencing stations, CD-ROM recorder
- Carried out Novell Netware 3.5 tasks (syscon, printcon)
- Troubleshoot HP printer problems

Prudential Securities, NYC

Desktop support - 5000 Global Users

- Install and configure Lotus Notes v4.5.
- Install corporate Intranet client for NetWare on Windows NT 3.51 & 4.0 workstations.
- Network and Desktop support for Lotus Notes related problems.
- Responsible for day-to-day troubleshooting of computer workstations.

Empire State Insurance Company, NYC

Desktop Support / Helpdesk - 200 Local Users

- Responsible for daily desktop phone support utilizing MS Access
- Troubleshooting hardware and support of Windows 3.1, NT 3.51 & 4.0, 95

EDUCATION:

Devry Tech. / Woodbridge, NJ / Electronics / 1993

CERTIFICATIONS:

MS WinNT 4.0 Desktop Administration

MS Win98 Navigation

MS Outlook2000 Fundamentals

PLEASE NOTE:

Some positions where held on weekends, second shift or overnight shift.

REFERENCES:

Rebecca Cummings

IRS MITS Manhattan District Manager

Email: Rebecca.Cummings@irs.gov

Joel Nieves

IRS MITS Midtown Manhattan Manager

Email: Joel.Nieves@irs.gov

Kevin M. Holian

IRS MITS Security Services - Mission Assurance

Email: Kevin.M.Holian@irs.gov