JOE VETH

Desktop Support Specialist

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SKILLS

Software & Hardware Specialties

Windows Operating Systems, VMware, Active Directory, Microsoft Technologies, Cisco Routers

Desktop Support, Server Administration, Penetration Testing, Network Design

EXPERIENCE

Freelance IT Support

Freelance Support | Aug 2018 - Present
- Provide remote/in-house troubleshooting support for various content creators in Open Broadcaster Software (OBS) as well as hardware configurations
- Assist with setting up content creation setups and sound-proofing rooms
- Provide ethernet wiring support, crimping cables, running cabling etc.

Direct Energy

Desktop Support Specialist | Dec 2014 - Aug 2018
- Provide end user support for Dell WYSE and HP Thinclient users via imaging and hardware replacement for a 300+ user call center
- Manage users accounts in Active Directory and via VMWare
- Maintain all laptops used by call center supervisors and management with Windows 7 via SCCM
- Provide hands on troubleshooting for users on IT and IT related equipment
- Maintain equipment inventory spreadsheets
- Responsible for closing tickets created by users for issues via ServiceNow.
- Assist with Juniper switch configuration

Pearson Education

Support Desk Contractor | July 2014 - Nov 2014
- Provided help desk support via phone for Pearson Powerschool online school software
- Troubleshot issues with Powerschool software and Pearson Clinical iPad application
- Worked in SalesForce for the management of tickets for Powerschool support

Blackboard, Inc.

Upgrade Contractor | May 2014 - July 2014
- Scheduled and ran upgrades for BlackBoard's Transact servers remotely for college campuses around the country
- Managed cases using PeopleSoft

EDUCATION

The University of Advancing Technology

Sept 2006 - Aug 2012
Bachelor of Science
Major: Network Security