

Steve Reneau
Network/Desktop Support Engineer
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Summary: An accomplished technology support specialist with over 10 years of experience in providing exemplary technical service and customer support. Recognized for strong skills, knowledge, and adaptability to company needs as well as ability to mentor junior staff and ensure effective teamwork to deliver solutions.

WORK EXPERIENCE

Producers – Writers Guild of America Pension Plan, Burbank, CA **01/2014 – 06/2014**

Network Engineer

- Managed onsite phone, email, remote and in person support using ISupport and Service Desk ticketing systems
- Provided support for Windows XP/7 OS, Microsoft Office 2010, configuring Cisco VoIP phones in Call Manager, and resetting passwords in Active Directory
- Installed preset images using Acronis, adding additional programs
- Set up and configured workstations, including moves, changes, repairs, and installing printer drivers
- Provided VPN and remote support
- Managed server racking and unranking as well as wiring to patch panels, switches and KVM's

Huntington Memorial Hospital, Pasadena, CA **09/2013 – 11/2013**

Desktop Support

- Managed ServiceNow ticketing system to provide support for Lenovo and IBM Desktops and Laptops, and Wyse / Lenovo thin client PC's with Windows XP, 7 and Office 2007
- Imaged PC's from network boot, installed Citrix server software bundle, used Altiris to install common programs and Symantec Enterprise Edition for antivirus
- Initiated rollout of Cerner barcode medical charting software, supporting 1500+ users including patient rooms and WOW's (Windows on Wheels) carts
- Assigned user and group policies, reset passwords and managed assets in Active Directory
- Maintained and repaired wired/wireless networks, and mapped printers to the network, including hardware/software troubleshooting, moves, changes and upgrades

Concentrus, Diamond Bar, CA **07/2013 – 08/2013**

Desktop Support

- Deployed Cisco VoIP phones and connected to the network
- Installed printer drivers and connect to print server
- Activated mobile phones and wireless access points
- Updated accounts and reset passwords in Active Directory
- Repaired hardware and software of PC's and printers

Cash Call, Anaheim, CA **12/2012 – 04/2013**

Desktop Support

- Provided level 2 support using Dell's KACE ticketing system
- Provided remote and onsite troubleshooting and repair of hardware/software issues on Dell PC's, Cisco VoIP phones, and HP printers

- Performed moves, changes, adds, and updates for the company
- Controlled virus and spyware removal and repair, migration from Windows XP to 7, and the upgrade from Office 2007 to 2010
- Imaged new PCs, installed new programs, transferred data, joined PC to the domain, installed Cat 5 cables to patch panel and jumper cables from patch panel to switches, setup email accounts, installed printer software from server, and provided onsite user support

BCBG Max Azria, Vernon, CA

01/2012 – 10/2012

Desktop Support

- Provided level 2 onsite support for 5 locations for 1000 users at the corporate office, distribution center and warehouses
- Designed basic image that was transferred to the new PC using Norton Ghost
- Installed Office 2010 and Symantec Endpoint Edition, Adobe Acrobat, and configured and set up accounts for Outlook 2010 while managing user passwords in Active Directory
- Completed data migration by transferring archived emails, desktops, favorites and program files while joining users to the domain through LAN network connectivity
- Provided user support for desktop, laptop break/fix, installing and configuring Cisco VoIP phones, hardware/software upgrades and user moves
- Managed Numara Footprints ticketing system to log trouble tickets, work orders and work performed into database

Los Angeles County Office of Education (LACOE), Downey, CA

08/2011 – 01/2012

Field Desktop Support

- Provided desktop support, including break/fix, software installs upgrades and migrations using Windows XP Pro, Windows 7, Mac OS 10.4, 10.5, 10.6 and Office 2003, 2007 and Bomgar
- Completed Hardware installs, moves and changes
- Established network connections, provided remote access, configured user accounts, mapped network printers and joined them to the domain

BCBG Max Azria, Vernon, CA

10/2010 – 03/2011

Desktop Support

- Completed troubleshooting, software installation and configuration of user workstations and POS systems using Cisco Webex, Microsoft Remote Access, Ultra VNC and VPN client for Windows XP Pro, Windows 7, NT and 2003 Server
- Led the Kronos time clock program project for installation and support of program in over 400 stores
- Initiated configuration and testing of TCP/IP, DNS, Subnet and Default Gateway for LAN/WAN
- Completed preparation of new systems, break/fix, and ghosting of hard drives using Norton Ghost and configuring software
- Tested, packaged, and deployed workstations, receipt printers, scanners, keyboards, monitors, modems, router, switches and hubs.
- Monitored store equipment levels, as well as logging and updating the status of trouble tickets using Numara FootPrints ticketing system

Indusys Technology, Inc., Los Angeles, CA

12/2009 – 10/2010

Field Service Technician

- Provided field TV service of LCD and Plasmas in customer's homes
- Analyzed and replaced Main Boards, Power Supplies, Inverters, LVDS cables, IR Detectors and Remote Controls
- Provided support to customers

Brassvine, LLC., Los Angeles, CA**05/2010 – 10/2011****Field Service Technician**

- Provided PC field service for Verizon and Hewlett Packard, supporting desktops and laptops in customer's homes
- Administered hardware repair and upgrades, software installs of operating systems, patches, upgrades, anti-virus and malware removal
- Invited setup and repair of wired and wireless network connections
- Demonstrated features and functions to end users

Los Angeles County, Personal Assistance Services Council (PASC), Sherman Oaks, CA **05/2010****Desktop Support**

- Provided hardware and software support for Dell desktop computers
- Formatted, imaged with Norton Ghost, moved and installed (IMAC) PC's at end user workstations and provided support
- Designed Audio/Video presentations using PowerPoint and Flash files

Comletric Inc., Los Angeles CA**04/2010****Desktop Support**

- Led a team for Wachovia-Wells Fargo hardware/software changeover
- Removed legacy check readers, receipt printers, Veriphone PIN pads and credit card swipers, old server and UPS and replaced with new peripherals
- Re-mapped network printers, and provided support on new software to end users

Insight, Los Angeles, CA**10/2009****Desktop Support**

- Led team for Washington Mutual-Chase Bank hardware/software conversion
- Removed old peripherals and installed new check readers, receipt printers, credit card swipers, and PIN pads
- Installed updated Chase software while managing crew of 5 technicians

Circuit City, Walnut, CA**8/1996 – 1/2009****Desktop Support/PC Technician**

- Serviced PC's (desktops and laptops) and printers at 1 of Circuit City's 5 national service centers
- Managed operating systems, drivers, patches and upgrades, ghosting with Norton, and removal of viruses and malware
- Performed break/fix with the ability to build PC's from the ground up
- Utilized company in-house trouble ticket tracking software and Lotus Notes email system
- Served in Lead Technician role, training and mentoring newly hired technicians on both technical issues and providing optimum customer care
- Recognized as an expert on difficult and time-sensitive repairs, and for excellent customer support
- Lean 5S Auditor

EDUCATION**Associate of Science in Electronics Engineering****7/1983-6/1985**

ITT Technical Institute, West Covina, CA

TECHNICAL SKILLS & CERTIFICATIONS

Certifications

- A+
- Toshiba (TCT and TAT)
- HP
- OSHA
- CCNA (in progress)

Operating Systems

- Windows 95/98/ME/NT/XP/Vista/7
- MAC 10.4/10.5/10.6

Software

- Office 2003/2007/2010
- McAfee & Norton Enterprise Anti-Virus

Hardware

- Dell
- IBM
- Lenovo
- HP/Compaq
- Sony
- EMachines
- Gateway
- NCR
- Toshiba
- Macs
- Generic

General Skills

- IT Solutions Management
- Expert Troubleshooting, Analytical and Research Skills Network/Hardware/Software Installations & Repair
- System Upgrades
- User Service & Support (Live & Phone)
- Training