



Roger J. Wright

tobaldagriot@raisindabottom.com

4413 G Street SE

Mobile Phone: (202) 718-4504

Objective:

To obtain a Hardware Operations Specialist position with a company that offers room for advancement based on experience, merit and educational attainment.

Technical Skills Summary:

Specializing in Asset Management and Hands-On Desktop Support. Computer technical emphasis on supporting of all Windows OS, and Microsoft Office applications. **Access ODBC Configuration and support.** Dell Desktop & Laptop Certified, HP Laptop Certified, Support of MS Exchange, Outlook. **Cisco IP Call Manager support & configuration.** Other software application support and configuration include Ghost. Experience in user support tracking software HP Service Manager, SC Logic.

OS Systems Technical Knowledge:

- All Windows OS Support & Configuration**
- Microsoft Outlook / Exchange Support & Configuration**
- IT Purchasing/Inventory**
- Secure Asset Disposal**

- Dell
- Compaq
- Lenovo
- HP
- Cisco
- SCCM

Support & Administration

- HP Service Manager
- SC Logic
- Mobile Iron
- RSA Security Console
- Team Viewer
- Active Directory

Professional Work Experience:

CEB Corporate Executive Board **WHAT THE BEST COMPANIES DO**
 Sept 2000 – 2021

Hardware Operations Specialist / Inventory Control

- Created Hardware Operations Department for Global Strategic Research Company**
- Monitor stock of computers and peripherals for CEB's 15 offices in the US and Canada**
- Arranged purchasing of new stock for 2500 users**
 - Set up New Hire standard equipment
 - Ghost imaging new equipment
 - Departed user equipment recovery
- Arranged Secure Asset Disposal efforts**
 - Troubleshoot and repair laptops\desktops
 - Arranged for extensive repair efforts
 - Complete and maintain all appropriate documentation associate with HP Service Manager
- Enforce Electronic Media Policy**
 - Develop and monitor Asset Tracking Efforts
 - Provided documentation for all asset tracking
 - Provide invoices for all purchases
 - Provide documentation for asset disposal efforts
 - Provided temporary equipment for training and during repair efforts
 - Provided equipment and support for remote clients
 - Arranged shipments of equipment to satellite offices (standard and freight)
- Provided upgrades for laptops and desktops
- Assisted troubleshooting asset tracking system
- Recommended viable computer options for specialized users
- Cisco VPN setup, and Remote Desktop support & configuration
- Cisco IP Phone, installation & configuration**
 - Provided printer/copiers for remote users
 - Develop and implement coverage plans to provide executive support when the Liaison is out of office
- Meet or exceed company metrics and standards in the areas of communication, ticket management protocols, and related areas
- Acted as Assistant Manager to train new employees in Hardware Operations processes and procedures**
 - Maintain storage areas
- Maintain 95% success rate in SLA**
 - Provided information and implemented improvements for internal processes
 - Implemented improvements for asset tracking accountability
 - Configured and assigned RSA Tokens

Education:

- Computer Certifications: ITIL Foundation Certification, Windows 10 Configuration & Support, (Dell Desktop & Laptop Certified, HP Laptop Certified, A+ Certification 2014 Career Institute**