

Hendi Valentino

Personal info

First name: Hendi
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Date of birth: 03/01/1981
Nationality: Indonesia
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Profile

Seeking a challenging position within IT department, utilizing expertise in cloud computing, Implementation, security, and enhance productivity in IT department.

Professional Experience

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| Corcentric McLean USA | IT Help Desk Engineer Effectively, professionally, and respectfully represent other Information Technology staff members, teams, and their services to the client community Troubleshoot tier 1 support issues for the company Provide support for all IT products and services Provide first call resolution or triage for all calls Ensure that for every call and/or reported event a ticket is created in both a timely and accurate manner Create accounts and configure hardware as part of on-boarding process Adding, removing, or updating user account information, resetting passwords, etc. Manage the provisioning, upgrades, and maintenance of workstations, hardware, and software. Manage and monitor internal assets to ensure accurate inventory records. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Work during non-company hours on projects or maintenance. Escalates issues and/or high priority problems as per established procedures. Setup and Configure Contact Q Configuration for the company and provide the documentations. Install and update Symantec Endpoint Manager and configure clients. Add new user and new devices in Call Manager (Cisco Unified Communication Manager) Office 365 Administrator, Sharepoint Administrator for the company. | 09/2016 - present |
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| Tysons Institute Vienna USA | IT System Analyst <i>Currently managing and monitoring the development of google app enterprise, office365, Dreamsparks project for the College; Lead Individual and group training for staff and students; Provide technological guidance; Established .EDU Domain for the College; System and Application log files management, supervise information system network; Implement JIRA Technology for the College and Linux Technology; AD DS Windows Server, design and deploy; Develop and implement customer service platform to serve the College need; Maintain ticketing system for troubleshooting problems; Troubleshooting computers; Interact with Business owners, SMEs, and management team to identify scope to prepare BRD; Report tracked defects with reference to severity and types using HP ALM; Involved in Performance testing.</i> | 01/2011 – 09/2016 |
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Professional Experience

STMC Solutions
DC
USA

IT Helpdesk Support

01/2008 – 08/2010

- Creating a group policy for the servers
- Enforce security policies and keep environment up to the company standard.
- Create NT Accounts and performs a wide range of maintenance functions including backups.
- Cabling installation, networking cables setup, wireless setup.
- Daily maintenance on router, hub, switches, and IP configuration for all computers.
- Fixing virus problems and installing OS Windows and LINUX
- Outlook setup for employees
- Troubleshoot network, Internet and email problems for users
- Provide all types of technical support to employees under the assistance of the Information Technology Director.
- Support corporate LAN infrastructure and performed various helpdesk utilities
- Assembled, configured, installed, tested and repaired computer hardware and software.

Tools and Technical Skills

Operating System

Windows Server 2003-2012-
2016
Windows XP- Windows 10
Linux
Mac OS

Hardware

Dell Server
Dell Switches
APC PowerBackup
Sonicwall
Terrastation
CISCO

Database

SQL Server
MY SQL
Oracle SQL