

BRENT JORGENSEN

506 Fawn Drive ♦ San Anselmo, CA 94960 ♦ (415) 453-2406 | (651) 206-6616 ♦ brentjorgensonmn@gmail.com

Objective

To work with a dedicated team, on an innovative project, while exceeding company expectations and performance.

Experience

Wells Fargo/WACHOVIA

December 2011

IT Support Technician - San Francisco, CA

- Removed and Installed high end Trading Desks using various system configurations
 - Troubleshoot network connectivity via LAN/WAN, monitor problems, Phone issues.
- While exceeding company expectations

October 2011

GAP

IT Support Technician - Petaluma, CA

- Recorded a manifest of all existing hardware.
- Prepared machines for transportation for move to new location.
- Installed PCs and Macintosh computers on a team in pre-designated office areas.
- Tested LAN/WAN connectivity for machines and printers.

June 2011-September2011

Minnesota Children's Hospitals and Clinics

Network Designer and Administrator - Saint Paul, MN

- Inventoried new machines and outdated machines with numerous departments.
- Imaged new and existing machines using Symantec Altiris management console and removed machines as required.
- Installed over 1000 computers with specific printer assignments on a team around in designated areas using multiple cable management methods.
- Troubleshoot hardware that included existing machines, and interfaces.
- Set up and configured mobile carts to operate securely on LAN.
- Utilized HP-PPM portfolio management application and EIT workstation for help desk oriented tasks.
- Experience with setting up and troubleshooting VoIP communication systems.
- Installed specialized machines and additional equipment onto medical equipment such as control rooms, gas carts, operating (surgery) room systems and mobile carts.
- Adhered to strict security policy and set up software (encryption, safe-boot, BIOS Passwords, Anti-virus/spyware/malware, Group Policies) as necessary.
- Administered users and new machines in Active Directory Group Policies.
- Experience with TCP/IP, POP, SMTP, IMAP, PPP, PTPP, DNS, DHCP Protocols
- Responded to tickets in a timely manner and corrected all known issues.
- Met all deadlines and exceeded project expectations.

April 2011

Catco Parts

IT Consultant - Saint Paul, MN

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- Imaged new and refurbished machines using Symantec GHOST
- Personalized employee's machines
- Set up and scheduled routine backups of company information and synchronizations.
- Tested, Verified and troubleshot all machines.
- Configured communications with IBM eSeries server databases utilized through VPN.

December 2010

NilanJohnsonLewis P.A. **IT Specialist - Minneapolis, MN**

- Administered new users and machines onto company domain.
- Set up Scheduled software executions, Patches, and software upgrades with registry tweaks.
- Installed/Tested new RAM upgrades, docking stations, monitors, fluid arms, and GOBI 2000 mobile broadband cards in over 100 new notebooks and pre-existing PCs.
- Imaged new and refurbished machines using Symantec GHOST.
- Personalized new machines with standardized law firm settings and printers.
- Experience with RICOH printers and print servers.

January 2009-October 2011

RGB Computer Repair

Senior PC Repair Technician - Saint Paul, MN

- Performed data recovery and destruction on logically damaged HDDs.
- Troubleshot PCs for software and hardware problems.
- Performed home network optimization and setups, port forwarding, permissions for additional devices(TCP/IP LAN and WAN).
- Replaced hardware as necessary.
- Invoiced Customers and collected payments.
- Modified existing and new cellular phones including HTC, Android, iPhone, Blackberry models.

November 2005 - September 2008

Career Education Corporation

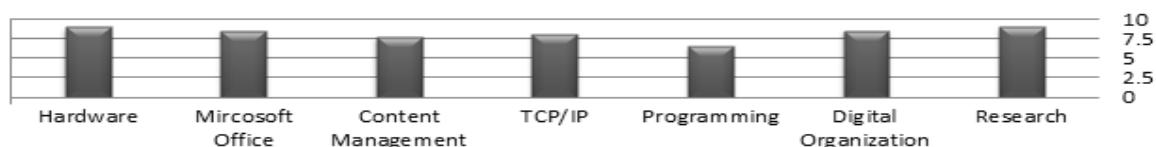
Library Assistant - Mendota Heights, MN

- Maintained computer lab and troubleshot problems with machines.
- Troubleshot and maintained one public college printer.
- Assisted students and colleagues in searching for various educational resources.
- Administered placement testing for new and existing students.
- Provided services to a population of over 900 faculty and students.

Education / Skills

Bachelor of Science in Game Design and Development

Brown College - Mendota Heights, MN - 2008



References Available Upon Request - <http://www.brent-jorgenson.com>