

GEORGE N. WAHBEH

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Senior Client Service Analyst Technician

Competent, accomplished, and results oriented information technology specialist with over 10 years of experience and demonstrated success in supporting networks and hardware systems with emphasis on systems administration. Dedicated professionals with a well-earned reputation for delivering technology solutions on time and improving network performance.

- Currently involved in ordering, configuring, and deploying mobile devices to BMC staff members.
- Expert enrolling Apple iPads, iPhones and Androids into VM-Ware Air-Watch, and MS-Intune
- Providing technical support to the clinical applications provided by the EPIC team.
- Expert resolving network issues, MS-Outlook syncing, and AD accounts.
- I have over 11 years' experience working with Dell Laptops, Desktops and Servers hardware.
- Strong PC and network troubleshooting skills.
- Strong problem-solving and communication skills, as well as the ability to work independently.
- PC Hardware installations, diagnostics, and repair in Windows 7/10 environment.
- Expert knowledge resolving Microsoft Office 2010, 2013 and 2016 and Office 365.
- Knowledge of SCCM, ZCM, Acronis and Symantec Ghost Imaging software.

TECHNICAL PROFICIENCIES

- Expert understanding of LAN and WAN concepts, design, and implementation.
- Expert knowledge of Microsoft SCCM, Active Directory, VMware Horizon, Imprivata and Global Connect.
- Strong understanding of common network protocols; HTTP, HTTPS, DNS, DHCP, SMTP, FTP, TFTP.
- Strong knowledge of remote-access technologies, IPSEC, SSL, VPN.
- Proficient knowledge of corporate mobile devices management such Air-watch MDM, MS-Intune
- Familiarity with authentication technologies; RADIUS, LDAP, RSA.
- Knowledge of Wireless 802.11x networks operations and support.

PROFESSIONAL EXPERIENCE

Boston Medical Center, Boston, MA

September 2014 – current

Senior Client Service Analyst-Field Services

Position Summary:

- Primarily responsible for implementing, supporting, and enhancing the Client Computing Environment.
- Provides front line customer support for Boston Medical Center and affiliated organizations.

Essential responsibilities and duties:

- Provide reliable and standard-based solutions to user problems according to BMC approved service level agreement.
- Monitor work queue and addresses incidents and requests in order of priority insuring that defined service levels are achieved.
- Expert resolving all issues related to wireless mobile carts.
- Imaging PC to custom profiles, as a KIOSK or customized to certain departments.
- Make field visits as needed to resolve customer issues in a timely manner.

- Participate in team projects as required, assist in special product-related issues as needed.
- Conforms to hospital standards of performance and conduct, including those pertaining to patient rights.

Duties during my service:

- Handled the most critical Adult Emergencies, Pediatric and Psychiatric Emergency, 28 Operating Rooms, Prep, PACU, Observation Units, Pediatric Intensive Care Unit, Surgical Intensive Care Unit & Medical Intensive Care Units, also included Radiology, MRI, Nuclear, Central Sterilizing Units, Decontamination Unit, Triage, Admitting, Registration, Fast Track, Food & Nutrition, Transport & Environmental Units.
- The above-mentioned areas contain over 1840 mobile wireless carts needing constant maintenance including wireless scanners software and hardware that handle the heavy workflow that includes multiple workstations used by medical staff that are connected to printers to print labels and forms, as well as document scanners.
- Expert using Service-Now to handle ticketing system and SCCM for imaging custom Windows 10 images.
- Created customized Windows scripts to install wireless drivers silently for three wireless models.
- Created different scripts to handle custom data view conditions to satisfy patient privacy.
- Expert use of Active Directory, DHCP, DNS in CITRIX environment.
- Encrypted Laptops using McAfee E Policy Orchestrator, as well as BitLocker.

PROFESSIONAL EXPERIENCE

Dell / Harvard Pilgrim Health Care, Wellesley, MA
Tech Analysis Sr. Associate

December 2012 – May 2014

- Provided Tier 1 and Tier 2 technical support for software and hardware devices (virtual or physical).
- Performed extensive Lotus Notes 8.5 configuration and troubleshooting mail client support.
- Deployed Windows XP and Windows 7 images to laptops and PC desktops utilizing Novel-imaging system Zen works.
- Tested and configured existing and new applications on Windows XP, Windows 7 and VDI platforms.
- Updated tracking laptop/desktop inventory including hardware, software, upgrades, and add-ons.
- Performed active directory policy manipulation.
- Investigated issues and determined root cause analysis and resolved or escalated problem to resolution.
- Performed (Credent) Encryption troubleshooting support.
- Demonstrated technical skills, logic and ability to troubleshoot hardware, software, network or other computer-related problems while maintaining effective and appropriate communications with customers.
- Excellent customer service skills and ability to maintain composure and professionalism during difficult customer encounters or crisis situations to reach beyond customer service expectations.
- Expertise in resolving critical VPN, RDS, RDP, SSO and login issues using approved remote access tools.

PROFESSIONAL EXPERIENCE

WORLDWIDE TECH SERVICES, Tewksbury, MA
Field Service Technician

September 2006 – August 2012

- Responded immediately, appropriately and in accordance with established policies, guidelines, and associated expectations in responding to customer service requests.
- Installed diagnosed and repaired hardware and upgraded Dell computer systems, PC laptops and desktops.
- Performed network installation, and maintenance of personal computers and peripheral equipment.
- Identified customer problems and provided appropriate solutions to Dell call center to resolve customer issues.
- Installed operating systems and applications as Onsite Lead Engineer.
- Provided onsite training to customers on utilizing the operating system, suggested utilizing Dell peripheral to enhance end-user productivity.

ADDITIONAL SKILLS:

- Experienced VMware View Horizon configurations, ESXi 6.7, V-Center and other VMware products.
- Expert knowledge of Juniper NETSCREEN security equipment configuration.
- Implementation and customization of VDI desktops using VM-ware and Citrix farm.
- Experience configuring Cisco routers and switches.

EDUCATION & TRAINING:

- The American University in Cairo, Computer Science Program
- CompTIA A+, Network + Security + Certifications
- Apple Certified Macintosh Technician
- Dell Training Tool, Dell Certified Systems Expert “DCSE”
- Full List of Dell Certifications Available Upon Request

