

Tony Nixon

Rosemount, MN 55068

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Deskside Support

Multifaceted technical career with comprehensive record of accomplishment providing support, maintenance and repair services for a wide range of computer equipment.

Technically sophisticated IT professional with solid history of performing repair and maintenance processes for laptops, desktop computers, and various peripheral devices. Broad knowledge and success in providing technical support and facilitating hardware installation and upgrade. Demonstrates strong time management and organizational skills in completing assigned work within fast-paced settings. Highly dependable and proactive team player with consistent record of delivering excellent service.

Data Migration / Inventory Management / Operations Management / Systems Integration

*Desktop Support / Troubleshooting & Issue Resolution / Hardware Diagnosis
Hardware and Software Technical Support / IT Security Management*

PROFESSIONAL EXPERIENCE

IT Support Administrator 02/2019 - 03/2019

Graincus INC. St. Paul, MN. (2 month placement through Smartsource)

Performed domain migration and OS migration / upgrade services for Win and Mac Laptops. Created and maintained users in Active Directory. Imaged and prepared new laptops both Window (Dell) and MacBooks (High Sierra and Mojave) created service tickets with Dell for repairs and performed some basic repairs myself. Created PO requests for new equipment as needed for new users onboarding. Performed IT onboarding with new users to go over the equipment and apps. Performed administration duties for Office 365, Slack, Logmein / GoToMeeting, and Adobe Enterprise portal.

Desktop Support Technician (5/2017 - 9/2018)

Activision QA Minneapolis, Eden Prairie MN

Responsible for building and maintaining gaming computers for testing of company game titles. Also responsible for network management, cabling and closet management. Performed basic account management duties in Active Directory. Maintained inventory of game consoles, Business and gaming class PCs, laptops (Win 10, Win 8, Win 7 and Win XP) and various peripheral devices. Performed ordering of computers, parts and devices within Oracle.

Key Achievements:

- Instrumental in developing imaging and install practices as well as gaming system rotation and refresh processes.

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Tony Nixon

Page Two

- Championed the automation of various testing parameters.

Smart Hands, Support Analyst/Breakfix Technician (2015 - 2017)

Target Corporation HQ, Minneapolis, MN

Responsible for conducting hardware repair of laptop and desktop computers and various peripheral devices, as well as for facilitating inventory management of stock assets, reimaging (Win 10 and Mac OS) and redeployment.

Key Achievements:

- Commended for excellent work in performing maintenance service functions.
- Ensured sufficient availability of electronic spare parts through accurate regular inventory verification.
- Exhibited excellence in providing onsite and remote troubleshooting to clients.

Contract Technician (2011 - Present)

SmartSource, Inc., Saint Charles, IL

Orchestrated data migration, installation, and replacement services for various SmartSource client companies such as Target Stores, Allstate, Decision One, and Insight.

Key Achievements:

- Championed launch of several OEM product launch/releases encompassing both hard drives and tape drives with Hewlett Packard.
- Developed and implemented test plans in accordance with client requirements.
- Provided extensive troubleshooting of hardware and build problems during OEM development, integration, manufacturing, and depot repair.

Manager/Technician (1995 - Present)

Bytes and Chips, Rosemount, MN

Direct all aspects of conducting hardware and software upgrades, installing operating systems and application software, and building custom-ordered PCs for clients.

Key Achievements:

- Ensured completion of repair services within allotted time frame.
- Promoted a positive work environment by establishing a culture of collaboration, professional growth, and consistent work ethic.
- Executed special projects for specific clients in accordance with an organized, well-documented, and thorough process with regular follow-through to ensure the client receives the highest quality of service with the best possible results.

EDUCATION AND TRAINING

Bachelor of Science in Computer Science (incomplete)

Western Governors University, Salt Lake City, UT

Certificate in Computer Technology and Repair

Career Development Institute, Richfield, MN