



Reinsurance Group of America, Incorporated®

Portfolio of Activities:

Stock and Inventory Duties:

Unpack and stock Dell desktop PCs, Dell laptops, 17-inch monitors and 20-inch monitors that arrive via periodic shipments.

Place equipment in stockroom and take note of serial numbers via Microsoft Excel to match with RGA asset tags. Place RGA asset tags on units.

Perform periodic physical inventory counts on all items in stock, and account for discrepancies. Update ServiceDesk database accordingly.

When necessary, perform physical inventory checks of all units (Dell desktop PCs, Dell laptops, 17-inch monitors, 20-inch monitors and CRT monitors) in certain departments due to unauthorized and random moving of equipment by users. Update ServiceDesk database accordingly.

Setup Equipment:

Image licensed copies of Microsoft Windows XP Service Pack 2 onto blank hard drives on desktops and laptops for new and temporary associates.

Install approved software from company-wide network shared server.

Map printers, and install or replace USB peripherals and telephonic equipment as needed.

Perform employee moves, and new cube installations of PCs and phones connected to the LAN.

Set up and remove wireless portable desktop PCs in Training Rooms for Buildings II and III, Building II Floor 3 Claims Training Area, as well as the Dining Room / Large Audience (100+) Presentation Area. Install approved software packages as requested.

Install equipment for visiting associates and managers in temporary workspaces such as conference rooms and spare office spaces; remove equipment after they leave and process equipment back to stock.

Reclaim Equipment:

Remove equipment from workstation area.

Decrypt Hard drive with removal of Pointsec PC.

Backup Volume to Ghost Server using NetBootDisk 6.2.

Wipe Hard Drives with WipeDrivePro 5.0.

Change relations in ServiceDesk Database of all units. If user is terminated, ensure that all equipment is assigned to either the manager of said department, or back in stock.

Place units back in storage or To Be Removed.

Removal of Obsolete Equipment:

Periodically perform inventory to verify that items marked as To Be Removed, ("TBR"), are still physically located in stockroom on TBR-designated shelves, in accordance with a printed report of what should be in TBR.

Verify with vendor on day of removal that items are physically removed in order to maintain 100% accuracy. Make sure vendor does not mistakenly take anything that is not theirs to take. Assist in removal if objects are particularly heavy, or if other assistance might be required.

Typical example of items to remove: Old CRT monitors (ranging from 17 inch to 21 inch), PS/2 keyboards and mice, Dell desktops and laptops that are out of warranty, surplus items such as patch cables and network switches.

Extracurricular:

Participated in 2009 RGA / United Way planning committee. Prepared video presentation produced by United Way, and prepared drafts for newsletter updates.

Research and prepare for CompTIA A+ certification exams.

Write technical documentation for local and international field offices (in English) on how to install and execute software packages.

Serve as an intermediary by assisting the Help Desk with end-user troubleshooting issues when necessary, before tickets get escalated to our work group (IT Production Support).

Assisted with wireless login issues with Building II and Building III Training Room Support.

Prepare Help Desk documentation for setup and teardown of audio and video equipment.

Deploy and set up equipment and/or peripheral items to end users when requested.

Above and Beyond: Cart equipment/items to B2 for RTP division.

Other:

Basic troubleshooting of equipment as issues arose.

Maintained a high standard of friendly customer service.

Responded to other troubleshooting tickets as required.

Quick turnaround time per work order.

Familiarize Windows features and system maintenance tools via textbooks from Microsoft Press.

Helped install server rack equipment and migrated hardware.

Erik Buschardt

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