

# RINALDO CASTILLO

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## SUMMARY

- IT support professional with 15+ years resolving hardware, software, and network issues across enterprise, clinical, and retail environments — including phone-based helpdesk, onsite field service, and ticketed queue management.
- Track record of first-call resolution on Windows 10/11, Active Directory, MS Office 365, VPN, and remote desktop support, with hands-on experience using JIRA, Salesforce, and ServiceMax for case tracking and documentation.
- CompTIA A+ certified technician known for translating complex technical problems into clear user communication, consistently delivering calm, accurate support under pressure.

## TECHNICAL SKILLS

**OS & Platforms:** Windows 95–11, macOS, Linux (Ubuntu, Tails), iOS, Android

**AD & Security:** Active Directory, Active Roles, Quest Password Manager, VPN, RDP, RSA Key Fobs, IronKey, Palo Alto GlobalProtect

**Productivity:** Microsoft 365, MS Outlook (2013/16/O365), Google Workspace, Intune (familiar), Cisco Jabber / Meeting Place

**Ticketing & CRM:** JIRA, Salesforce, ServiceMax, TrueContext, Footprints (familiar), SAP & Maximo (password resets)

**Networking & HW:** Cisco Meraki (switches & APs), VLAN configuration, BIOS, device imaging, printer support (local & network), JAMF MDM

**Other:** Typing 60 WPM | Bilingual English/Spanish | CompTIA A+ Certified

## PROFESSIONAL EXPERIENCE

**Advanced Field Engineer / Service Desk Contractor** Oct 2021 – Mar 2026

*TD Synnex • NY, NJ, CT Tri-State Area*

- Resolved 95%+ of assigned incidents at first-contact across 50+ enterprise client sites including law firms, retail chains, and data centers — eliminating escalations and reducing client downtime.
- Configured and deployed POS systems, Cisco Meraki switches, Palo Alto GlobalProtect firewalls, and VLAN infrastructure during 20+ new store and office setups across the tri-state area.
- Managed a rolling queue of service requests using Salesforce, ServiceMax, and TrueContext — maintaining accurate case documentation, daily driving logs, mileage reports, and SLA compliance.
- Performed remote desktop (RDP) and phone-based troubleshooting for connectivity, performance, and application issues on Windows 10 laptops, desktops, and peripheral hardware.
- Supported JAMF-managed Mac fleet at Procore Inc. (Wall St, NY), resolving 30+ user issues weekly via JIRA and provisioning loaner devices, peripherals, and MDM-enrolled endpoints.
- Maintained and submitted detailed expense reports covering mileage, fuel, and travel-related costs; recovered and tracked parts packages daily from FedEx Ground locations.
- Installed, deinstalled, and replaced enterprise networking hardware — Meraki APs, switches, Palo Alto firewalls — and oversaw software updates, firmware upgrades, and IT infrastructure documentation.

**Field Service Engineer - Philips Digital Pathology (Contract)** Oct 2024 – Mar 2026

*TD Synnex • Nationwide*

- Reduced scanner downtime in high-volume clinical labs by performing on-site installation, calibration, and rapid troubleshooting of Philips Ultrafast and SG300 diagnostic imaging systems.
- Traveled extensively across the East Coast — including NY, NJ, CT, PA, MD, and VA — via both flights and long-distance driving to meet client SLAs and deployment schedules.
- Coordinated multi-state service schedules independently, managing flight bookings, overnight stays, and vehicle travel to ensure timely on-site support for clinical laboratory clients.
- Delivered technical training to laboratory staff on proper scanner operation, improving self-sufficiency and reducing repeat support calls by an estimated 30%.
- Conducted hardware and software calibrations to maintain high-quality clinical diagnostic imaging standards across all client laboratory environments.
- Documented all service activity in Salesforce and ServiceMax, ensuring full case traceability and audit-ready reporting for clinical compliance requirements.

**IT Support / Helpdesk - TD Synnex Contractor for Procore Inc.** July 2022 – Sept 2023

*TD Synnex • Wall Street, New York, NY*

- Provided IT helpdesk support through a JIRA ticketing system, troubleshooting and resolving hardware, software, and access issues for office employees in a fast-paced financial district environment.
- Assisted with network hardware installation and configuration including switches and access points, ensuring seamless connectivity across the office environment.

- Managed IT inventory, provisioning loaner devices, peripherals, and accessories; maintained accurate records of equipment issued and returned by office patrons.
- Supported JAMF administration for Mac device management, policy enforcement, and MDM provisioning across a multi-OS office fleet.
- Installed, deinstalled, and replaced Cisco Meraki switches, Meraki access points, and Palo Alto GlobalProtect firewalls as part of scheduled IT infrastructure refresh projects.
- Utilized Google Workspace and Microsoft 365 to manage collaboration, access control, and productivity tools across the office environment.

**Dell Driving Field Technician** Nov 2013 – May 2014

*Unisys Technical Resources • NY, NJ, CT*

- Resolved 25+ desktop, laptop, and printer issues weekly across corporate, business, and residential client sites while managing up to 200 miles of daily travel.
- Maintained a detailed daily repair and replacement parts list; recovered and tracked hardware packages daily from FedEx Ground locations to ensure uninterrupted service delivery.
- Accurately maintained daily driving and mileage logs as well as client service orders, ensuring full administrative accountability for each dispatched visit.
- Assisted financial institutions and office personnel with hardware and software problems, providing hands-on troubleshooting and owning desktop and network issues through to full resolution.

**Geek Squad Assistant Supervisor** Oct 2008 – Aug 2013

*Best Buy • Bronx, NY*

- Performed 100+ hardware and software repairs per week while supervising a 7-person service team — maintaining throughput and quality across a high-volume retail service desk.
- Managed all incoming calls and customer escalations; resolved 25+ customer issues daily via in-person and phone triage, offering repair, return, or replacement solutions in English and Spanish.
- Trained 20+ new technicians and computing sales associates on IT support procedures, diagnostic tools, and customer-facing communication standards.
- Created detailed and meticulous support service tickets for entry into the repair queue, improving accuracy and handoff efficiency across the service team.
- Troubleshoot Windows, macOS, iOS, and Android systems — OS reinstalls, virus removal, hardware diagnostics, and software configuration — for walk-in and scheduled clients.

**E D U C A T I O N & C E R T I F I C A T I O N S**

**CompTIA A+ IT Technician Certification** July 2008

*PerScholas Institute • Bronx, NY | 200+ hours: networking, hardware, software, security, server, virtualization, mobile devices*

**GED Diploma** Oct 2006

*EOC – Equal Opportunity Center • Bronx, NY*

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*Professional references available upon request*