



JAMES NG

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SUMMARY

IT Professional experience in systems analysis, process engineering and technical support

PROFESSIONAL EXPERIENCE

Sony Interactive Entertainment LLC

San Mateo, CA

IT Business App Support – SAP Tier1 Lead

2018 – Present

- Supervised team of 3 providing first level application support on SAP and Concur to all sites in America region
- Collaborate with global support teams to establish and refine cross-region support process for SAP and Concur
- End user support for company wide printer refresh project and main support coordinator on SAP printing testing
- Act as primary contact and first level escalation point for SAP and Concur application support
- Conducted routine team meetings and provide status report to IT manager
- Work closely together with Exec Support on providing SAP and Concur support to C-level Exec, SVP and Executive Admins
- Provide technical and process assistance to team members on resolving complex issues
- Create and maintain SAP and Concur support documentations

Sony Interactive Entertainment LLC

San Mateo, CA

SAP and Desktop Support Specialist

2017 – 2018

- Provide support on systems migrations from SAP ECC 6 to SAP S4 HANA
- Provide support for systems integration on multiple applications such as Workday, Concur and Pulse Secure VPN
- Responsible for user accounts access management for SAP SRM and ERP
- On-site technical Tier 2 support on Windows and Mac OSX computers
- Support/Administer Active Directory, Exchange mail accounts, SharePoint, Microsoft Systems Center Configuration Manager, virus/spam detection, data backups
- Coordinate with Tech Writers on IT process documentations

Philips & LiteOn Digital Solutions

Fremont, CA

IT Systems Support Analyst

2015 – 2017

- Manage companywide Office 365 rollout project
- Lead and manage Mobile Device Management (MDM) implementation
- Create and Manage Windows reference machine for deployment with VMware Workstation
- Implementing Windows Deployment Service for Windows computer deployment
- Manage and lead mid-size infrastructure and companywide data loss prevention implementation projects
- Support and manage iOS devices with MDM – Mobile Device Management
- Provide monthly training on hardware, software and modern technology to users
- Provide deskside support to local & remote users globally
- Hardware support on desktop, laptop, mobile devices, printers, fax, MFC, networking equipment and servers
- Provide support on various business applications including SAP, IBM Notes and Microsoft Dynamic CRM
- Configure, setup, deploy and support Mac OSX and Windows 7/10 desktops, laptops and tablets
- Maintain IT equipment and update asset inventory
- Monitoring system backup and recovery testing
- Document system setups, operation procedures and policies

Smartea USA Inc.

Fremont, CA

IT Technical Support

2014 – 2015

- Responsible for creating and maintaining company website
- Configure and monitor Google Analytic data for website
- Setup and manage company email

- Responsible for setting up company's various social networks
- Provide support on company hardware, LAN and WLAN network

Genentech

South San Francisco, CA

Associate Systems Specialist

2011 – 2014

- Streamline key joiner, movers and leaver (JML) process and introduce interdepartmental transparency
- Document process work flows and use cases for integrated enterprise application
- Update existing job aid and document key departmental processes and procedures for daily operation use and training purposes
- Prepare account metrics report by integrating data from multiple system databases for management review
- Provide first and second level support for multiple systems and applications related to account access, management and provisioning to customers

Matthews Consulting Group Inc.

Los Gatos, CA

IT Technical Support

2009 – 2011

- Responsible for company wide support and maintenance on Active Directory Network, Exchange Mail Server, Network Security, and Network Resources Sharing
- Setup company Virtual Machines to provide an internal application testing environment, and established a dedicated VPN connection between offices.
- Configured a centralized antivirus solution with Symantec Endpoint and Symantec Endpoint Management Server
- Installed the company Network Attach Storage (NAS) unit, and created the scheduled centralized backup system
- Provided support for Windows and Mac desktop systems, mobile devices, printers and scanners

SAP Lab

Palo Alto, CA

End User Support Intern

2008

- Onsite first level support for SAP West Coast Campus: Laptop, Desktop, MS Outlook, XP, Mac OS
- Maintained quality of service that exceeded IT Operations Service Level Agreements
- Network installation and maintenance, hardware component swapping for Workstation, Desktop, Mobile devices
- Facilities set-up for Executive Briefing Center and Conference Presentations

EDUCATION & ACADEMIC INVOLVEMENT

San Jose State University

San Jose, CA

*Bachelor of Science, Business Administration – Management Information System,
Dean's Scholars Honor*

December 2010

- **Management Information System Association (MISA)**
 - Chief Event Coordinator, 2009 – 2010

RELEVANT SKILLS

Applications:	Microsoft Office, Cisco WebEx, Office 365, Google App, JAMF Now MDM
Databases:	Microsoft Access, SQL
IT Service Management	BMC Remedy, HPSM, ServiceNOW
Mobile OS:	Apple iOS, Google Android, Windows Phone
Operating Systems:	Windows XP - 10, Mac OSX 10.10 – 10.14
Project Management:	Gantt Chart, AON Diagram, Agile Management, SDLC
Server Systems:	Microsoft Windows Server 2003 - 2016, Microsoft Active Directory and Group Policy, Microsoft DHCP, DNS, Windows Deployment Server
System Analysis:	UML Class model, Activity Diagram, Sequence Diagram, Use Case Analysis