

## Qualifications

Microsoft Office Specialist, Symantec Endpoint Protection, Symantec Backup Exec., A+, Network+; Expert use of Service Management software & tools; Ability to learn new skills quickly; Solving complex PC, Network, Software issues; Software distribution automation; Software compliance audit & remediation; IT asset tracking & inventory audit; system security administration; support fortune 500 business users with level 1, 2, and 3 incidents; member of high priority technology project teams; install, move, add, change PC's, Network, and Voice communications; Coordination with critical 3rd party service providers - ACS/Xerox, Cognizant, Avaya, IBM, Verizon, AT&T; Ability to develop detailed technical instructions and processes; Ability to organize during periods of competing priorities; Communicate well with all levels of management; DCJS; AMAG Access Control Systems; Code Blue Systems; Access IT Universal - RS2 Technologies; VMWARE Administrator; Microsoft Office 97, 2000, XP, 2003, 2007, 2010, and 2013 - Proficient with Microsoft Word, Excel, Access, Project, and Visio; Proficient use of Citrix, VMware, Big Fix, Tivoli, Avaya Intuity, ShoreTel, Novell, Windows 7, ZENworks, Full Disk Encryption, Cyber Security, JAMF - Casper Suite, Remedy, Service Center, Service Now

## Work Experience

IT Consultant 07/2013 i¼ Current Company Name City , State

- Provide customers with strategic guidance in regard to IT technology - defining software, hardware and network requirements, developing agreed solutions and implementing new systems; assist customers with change-management activities, designing, testing, installing and monitoring new systems Independent and objective advice on the use of IT; Windows 7 migrations (XP -> Windows 7); Server rebuilds; Server installs; Laptop and Desktop rebuilds hdd recovery, virus and malware removal; system clean up; WIFI maintenance (installation and removal of WIFI access points); Website design.

End User Computing Architect 12/2009 i¼ 07/2013 Company Name City , State

- Symantec Endpoint Protection Administrator; BigFix IT Asset & Software; Inventory System Administrator; JAMF Administrator using Casper ; Novell ZENworks Administrator; ServiceNow Implementation; GoToAssist Remote Support Administrator; Laptop and Desktop standard design and implementation; IT Asset Inventory auditing & reporting; Windows XP & Windows 7 PC Operating System Architecture; Windows 7 rollout; Ability and experience in managing vendor relationships; Build and manage capital budget for yearly hardware refresh, 2 - 4 million; HP/Dell/Lenovo Systems; Research and recommend infrastructure and platform tools and technologies; Ensuring architectural products meet future customer needs; 3rd level support for XP/Windows 7 and IOS devices (help desk field services group 3rd level support); Virus, Malware, Phishing expertise; Active Directory, Maintenance, Password resets, Access; Troubleshooting all platform levels - laptop/desktop, printer, server, vmu, virtual, vmware/citrix.

Information Technology Field Services Specialist 06/2006 i¼ 12/2009

- Migrated 900+ end user computers & networks to new Richmond, VA headquarters; Duties included preparation of equipment, telephony diagnostic, and testing of network devices including server, tape libraries, and switches; Perform weekly on-call rotation, with 24/7 hour response to urgent incidents affecting supported location; Troubleshoot user submitted tickets ITIL, Remedy, Team Track help desk management software packages; Deployed systems to end users as older systems are replaced, PC life cycle management and refresh; Creating/deleting/modifying/configuring users, mailbox, distribution list, and public folders, using Lotus Notes 6.5 and Microsoft Outlook; Assist user in support and installation of software for proprietary and standard hardware configurations; Assist with network connectivity problems involving VPN, LAN, WAN connections; Maintain inventory data, including on-hand stock, disposal, and new equipment orders; Support enterprise mobile devices for corporation, utilizing Blackberry Enterprise Server; Execute mass user relocation and IMAC projects; Service Level Agreement & Incident Report development.

Computer Lab Educator 06/2005 i¼ 06/2006 Company Name City , State

- Resolve computer lab user incidents; Troubleshoot networking & PC incidents in classrooms and lab; Timely, accurate escalation of critical technology incidents; PC component troubleshooting & replacement (hard drives, CD-ROM, ribbon cables, etc.); Assist students with lab assignments.

## Education and Training

AUBURN UNIVERSITY SARGEANT COMMUNITY COLLEGE - Management Information Systems Information Systems Technology City , State Management Information Systems Information Systems Technology

High School Diploma : CENTRAL HIGH SCHOOL City , State

## Personal Information

<https://www.linkedin.com/pub/>

## Skills

A+, Active Directory, auditing, automation, Avaya, Backup Exec, budget, cables, CD-ROM, change-management, Citrix, hardware, Encryption, Dell, designing, hard drives, help desk, HP, IBM, IMAC, Inventory, ITIL, LAN, Lotus Notes 6.5, managing, Access, Excel, Microsoft Office 97, Microsoft Office Specialist, Microsoft Outlook, Windows 7, 2000, Windows XP, Microsoft Word, Enterprise, Network, networking, networks, Novell, Operating System, PC's, printer, processes, reporting, Research, Service Level Agreement, strategic, switches, Symantec, System Administrator, telephony, Tivoli, Troubleshoot, Troubleshooting, Visio, Voice communications, VPN, WAN, Website design, ZENworks

## Additional Information

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