

[CONTACT INFORMATION REMOVED FOR PRIVACY]

PROFESSIONAL EXPERIENCE

[PREVIOUS JOB LOCATION] - 06/13/2016 - 09/26/2016

Title - **IT Operations Specialist**

- Administration of Active Directory users and computer domain accounts, assisting with password resets, network drive and printer server additions, login scripts, DNS edits and VDI virtual disk accounts.
- Fulfilled field repair orders for equipment replacement, additions, movements and general troubleshooting inquiry, also covering requests from copper line repair, data jack replacement and CAT-5E line testing.
- Researched mobile technology upgrades for local law enforcement that met all pre-requisites of their duties while providing direct and immediate support, and provided a mobile solution for printing documentation while out in the field.
- Developed an internal process for deployment revolving around the use of Acronis SnapDeploy, which lowered the time needed for a workstation to be deployed from 2 days to 1 hour. This process was also projected to be used by the local law enforcement vehicle depot for the re-imaging of Data911 hardware.
- Provided the research and testing necessary to implement an internally hosted Dropbox solution across the domain for the local government's legal team.
- Managed incoming, dispatched and destroyed inventory by imported/exported Excel data sheets through Solarwinds WebHelpDesk.
- Provided support for Avaya IP Phone systems and IP Office.
- Resolved employee issues through the use of VMWare software for VDI desktops and configured user profiles with ProfileUnity alongside WyseBox zero clients.
- Administered troubleshooting and repair for Avaya networking equipment.

[PREVIOUS JOB LOCATION] - 12/01/2014 - 06/10/2016

Title - **Service Desk Technician**

- Achieved an above 80% first call resolution rate for multifaceted technical problems including Outlook encryption, remote access, PKI token problems, password resets, network printers, network drives, CPRS/Vista access and training, Symantec Endpoint Administration and high priority ticket escalation.
- Developed a professional reputation across multiple Veterans Administration's local Level 2 IT Specialists.
- Maintained a high public trust level.

[PREVIOUS JOB LOCATION] - 06/01/2011 - 11/23/2014

Title - **IT Supervisor**

- Supervised a Call Center of over 50 employees.
- Operating under a minute-by-minute constantly evolving call-center work environment, updating policies and procedures and ensuring that they are put into action and practice without fail.
- Acted as a liaison between the IT Support team and high level clients.
- Developed training on new technologies to expedite the transition to new clients.
- Subject Matter Expert of the troubleshooting process for over 100 clients and their respective technologies, including Cable, DSL, Fiber, WDSL, Satellite, Dial-Up and Hotspot ISPs.
- Active Directory account management. Customer payments and account restoration. Router, switch and modem configuration for PPPoE, Login portal and Mac Filtering connection types. Firewall configuration.

EDUCATION AND CERTIFICATIONS -

GED - Obtained from BOCES Malone, NY

SharePoint Administrator - Obtained from New Horizons

Bit9 Administrator - Obtained from Bit9

Exede Field Equipment Installation - Obtained from Exede/Wild Blue

SOFTWARE EMPLOYED -

Operating Systems -

Windows 95
Windows 98
Windows Vista
Windows XP
Windows 7
Windows 8.1
Windows 10
Windows 2008 R2
Windows 2012 R2

Documentation -

Adobe Reader
Adobe Acrobat

Design -

Adobe Photoshop
Adobe Lightroom
Adobe Dreamweaver
Microsoft Visio
Firefox Developer Edition

VoIP -

Avaya IP Phones
CISCO IP Phones
inContact

Data Entry -

Microsoft Word
Microsoft Excel

Database Administration -

Microsoft Access
SQL Server

Web Design -

Notepad ++

Virtual and Remote Desktop -

Oracle VM
Citrix XenApp
Citrix XenDesktop
VMWare
VMWare Horizon
vSphere
Microsoft Remote Desktop

Data Recovery -

Acronis SnapDeploy

Reporting -

Solarwinds
LANsweeper

Virtual Desktop Administration -

ProfileUnity
Microsoft VDI

Domain Administration -

Active Directory

Communication -

Google Voice
Google Hangouts
Skype
Avaya Scopia
GoToMeeting
WebEx

Storage -

OneDrive
DropBox
GoogleDrive
CentreStack

Endpoint Sec. 2FA and Encryption -

Symantec
BitLocker
MobilePASS
Sophos Endpoint
Sophos Mobile
Sophos Safeguard
PKI
Outlook Encryption

Network Management -

Avaya EDM

Ticket Tracking -

SalesForce
SpiceCSM
MicrosoftCSM
ZenDesk
Solarwinds WebHelpDesk
CA Service Desk Manager

