

Regal Resumes

Ten Post Office Square
Boston, MA, 02109

1.800.989.8810
info@regalresumes.com

PROFESSIONAL PROFILE

IT Professional who is qualified and educated with **MCSA, MCSE, CCNA, and CCSA NG** certifications. Employs the necessary communication and organizational skills to complete the task at hand. Proactive with strong analytical and problem solving skills. Methodical and thorough and takes all responsibilities seriously, resulting as an asset to any team setting. (*Skills Summary included on page 2*)

WORK EXPERIENCE

Company Name, City, State

[year–2011]

IT SUPPORT TECHNICIAN

Reported directly to the IT Manager and managed disaster recovery planning and maintenance, network administration, backup administration. Maintained, organized, and repaired 100+ users' computers, software, printers, and ensured all issues were resolved in a timely manner.

Selected Accomplishments:

- Received \$75,000 sponsorship to complete Bachelor of Information Systems degree and certifications such as MCSA, CCNA, MCSE, and CCSA NG.
- Managed technical helpdesk, dealt with all incoming technical requests, prioritizing and completing the tasks in sequential order as efficient and quickly as possible.
- Achieved positive performance reviews stating remarks about being a goal-oriented, tactile, professional team player who shows self-sufficiency, and determination.
- Assisted in creating and implementing successful backup rotation system using offsite locations and virtual private servers.
- Initiated idea to gain funding for the employees to take part in a personal development activity annually, not only bettering co-workers but also the atmosphere of the working environment.
- Contributed to implementation of software program, assisted in the installing, training, and development of the program.
- Dedicated individual, adheres to the role required to perform, enabling IT Manager to receive positive performance reviews.
- Delivered quality service to co-workers and management, resulting in an annual bonus for exceptional work ethic and achieving substantial results.

FORMAL EDUCATION

University Name, City, State

[year]

- Bachelor of Management Information Systems

College Name, City, State

[year]

- Associates degree in Computer Information Systems

COMMUNITY INVOLVEMENT

- Career Fair, Company Representative
City, State
- Meals on Wheels, Food Distributer
City, State
- Salvation Army, Food Distributer
City, State
- Big Brothers and Sisters, Big Brother
City, State

SUMMARY OF SKILLS – CORE COMPETENCIES

General	Skill Level	Years of Experience	Remarks
IT Experience – Overall	3	10	Provided IT support for 100+ individuals
Disaster Recovery / Business Continuity	2	7	Prepared for hurricanes and natural disasters
Client/Server Application Experience	3	7	Provided client server support for 100+ individuals
Information Strategic Planning	4	7	Worked in medium to large organization
Project Management / Team Leader	4	7	Managed projects and teams of 5-15 individuals
Technical Hardware	4	10	Proficient in repairing PC's, laptops, and telephones
Telephone – IP Telephony	3	7	Daily working knowledge including: web conferencing

<i>Operating Systems</i>	Skill Level	Years of Experience	Last Used	Remarks
Windows 95/8, XP, Vista, 7	4	12	2011	Daily use and strong working knowledge
Windows Service NT, 2K, 2K3, SBS	3	7	2010	Strong working knowledge within network
Mac OS	3	3	2011	Occasional use and strong working knowledge
Linux	2	3	2010	Occasional use and strong working knowledge
UNIX	1	0	2009	Occasional use and average working knowledge
<i>Computer Support</i>				
Desktop	4	7	2010	Assist in all daily issues including: ergonomics
Helpdesk / Remote	3	7	2011	Provided helpdesk support for 100+ individuals
Applications	3	7	2011	Provided application support for 100+ individuals
Computer Diagnostics and Repair	3	7	2011	Diagnostics and repairs for 100+ individuals
Systems Upgrading	3	7	2011	Ensured 100+ computers were weekly updated
Peripheral Maintenance	3	7	2011	Installed printers, photocopiers, scanners, etc.
Smart Phones i.e: Blackberry and iPhone	3	6	2011	Provided phone support to 100+ individuals
<i>Database Technologies</i>				
Database Administration	2	2	2010	Maintained database servers for data monitors
Microsoft Access 97 – 2K3	3	10	2009	Working knowledge
MS SQL Server 2K, 2K3	2	2	2010	Working knowledge SQL Server Management
<i>Web Technologies</i>				
Web Design	3	6	2011	PHP, MySQL, jQuery, AJAX, WordPress, Joomla, Java
Web Master	4	10	2011	Maintained company website
MS Exchange Server 2K, 2K3	3	5	2010	Managed several email domains within parent company
<i>Reporting and Analysis</i>				
Microsoft Project	2	4	2010	Created and updated network design
Microsoft Visio	4	4	2010	Created and distributed floor plans for safety
<i>Network Administration</i>				
Network Design	2	2	2010	Created, updated, distributed design to all users
Network Hardware	3	5	2010	99.99% up time
Network Security / Remote Access	2	2	2010	Troubleshoot for 100+ individuals using Citrix
Symantec Corporate Antivirus	3	7	2011	Managed antivirus on 100+ computers and 60+ servers
Power Management / Backup Power	3	7	2011	No loss of documentation/files in power outages
Network Protocols	2	7	2010	Verified weekly audits on domain

SKILL LEVELS:

1 – Training only

2 – Can work with assistance

3 – Can work independently

4 – Can lead and mentor others

<i>Certifications and Courses</i>	
MCSA: Microsoft Certified Systems Administrator	2006
MCSE: Microsoft Certified Systems Engineer	2007
CCSA NG: Check Point Certified Security Administrator	2007
CCNA: Cisco Certified Network Associate	2009
CompTIA: Network +, A+, Security +	2009
BlackBerry Enterprise Server Course	2007
VMWare Course	2005