

Technical Knowledge:

Operating Systems:	Microsoft – Windows XP, 7, 8, 8.1
Hardware:	Dell, HP, Samsung, Apple – Desktops, Laptops, Tablets, Phones
Software:	Microsoft Office, Disk encryption, Symantec Endpoint
Networks/Protocols:	Ethernet and Wireless networks / TCP/IP, FTP-SFTP, SSH
Virtual Platforms:	VMware and AWS (Amazon Web Services)
General Knowledge:	Active Directory, Linux, OEL, Oracle 11g, MS SQL, MySQL, LAMP stack, Cisco routers and switches, Windows 10 and Windows Server 2008 - 2012

Certifications:

VMware: VCP5-DCV & VCP4-DCV -- Microsoft MCP -- CompTIA A+

Career Experience:

Relocated to the Oklahoma City area and currently searching for new employment.

Texas Department of State Health Services / ARC Inc., Austin, TX Nov.-'09 – June-'14
IT Support Analyst II (Contract)

Responsible for escalated issues, network troubleshooting and daily workflow issues

- Resolved issues for 500 local and 500 remote and traveling clients
- Maintained user and computer accounts in Microsoft Active Directory
- Involved in companywide infrastructure migrations; Novell Netware to Active Directory, Windows XP to Windows 7, Exchange email serves to cloud based Outlook servers
- Communicated with outside vendors to resolve hardware and software issues
- Tasked with various software roll outs on multiple hardware types
- Traveled between campuses resolving, researching and reporting issues
- Involved in testing in house custom built software
- Created documentation for custom software installs and configuration builds

One West Bank Inc., / Technisource Inc., Austin, TX July-'09 – Aug-'09
Desktop Support Specialist (Contract)

Provided desktop support while assisting in a company-wide call center relocation

- Performed troubleshooting and repair on older inventory to reduce lease turn back
- Installed proprietary software and configured Outlook to company specifications
- Configured printers and resolved shared network storage issues
- Responsible for break down, relocation and setup of workstations between a multiple site migration to one central call center location

United Health Care Inc., / TEK-Systems Inc., Tampa Bay, FL May-'09 – June-'09
Desktop Support Specialist (Contract)

- Conducted in-house support for remote technicians on desktop and laptop refresh
- Oversaw tasks of replacing unsupported computers with supported new inventory
 - Documented all hardware and software problems and provided solutions
 - Organized and provided tracking on all unsupported hardware for recycling

Elite Dent Repair Inc., Tampa Bay, FL July-'07 – May-'09
Marketing Consultant

- Increased revenue by creating marketing material and directing website traffic
- Designed and coded company's website: elitedentrepair.com
 - Created advertisements for rotating Google ads for company promotions
 - Provided customer service and dent repair for retail clients

Image Maker Inc., Tampa Bay, FL Jan-'05 – July-'07

- Converted outsourced clients to onsite reconditioning division

Modern Solutions LLC., Plano, TX Aug-'03 – Jan-'05

- Owned/Operated a service business that provided onsite automotive reconditioning

CompUSA Inc., Grapevine, TX (Corporate Configuration Division) Jan-'97 – June-'01
Configuration Technician

- Responsible for completing custom configuration orders in a timely manner
- Installed and configured operating systems and peripherals on desktops, laptops, servers, and POS systems to customer specifications
 - Installed custom hardware and software for business computers

QIC – Lead Technician (Quality Integration)

- Performed quality audits on systems specific to the customers instructions
- Managed and motivated a team of 6 advanced configuration technicians
 - Resolved technical issues for hardware and software conflicts for quality assurance
 - Maintained and reported logs on quality and time efficiency to management

Systems Engineer

- Conducted multi-level support for in-house and field technicians
- Addressed technical issues for 5+ QIC technicians and 25+ configuration technicians
 - Created multiple hard drive images for mass production
 - Provided multi-level support between customers and vendors for custom configurations

Sr. Systems Engineer (Onsite at Ingram Micro, Inc. Nov,'99 – June,'01)

- Involved in CompUSA's merger with Ingram Micro
- Participated in a team of 5 engineers to ensure customer satisfaction
 - Documented all new custom configuration prototype desktop, laptop and server builds
 - Developed and maintained strong communication skills with direct sales representatives

Education:

Austin Community College: Austin, TX

Completed required training for VCP 4, VMware vSphere V4.1

Great Plains Area Vocational Technology School: Tillman Campus

Courses studied and completed: Computer Application and Design