

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

## Professional Summary

Enthusiastic Technician eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

## Skills

- Active Directory, Printer
- Microsoft Exchange Server
- Inventory control
- Desktop support
- Network printers/copiers
- Data recovery
- Software diagnosis
- Problem resolution
- Hardware and software installation
- Technical Support

## Work History

### Information Technology Support Specialist, 01/2014 to Current

#### Hersha Hospitality Management, Lp – Groton, CT

- Proficient in Microsoft Administrative Tools such as Active Directory and DHCP
- Administrated remote login and remote update systems
- In charge of inventory for over Cellular Phones and MiFis. Ordered, setup and repaired as needed. Kept inventory and every 6 months verified user assigned to it
- Added new users coming in as new users by first setting them up in Exchange and putting them in correct location according to where users will be working. Next going in to Active Directory and first assigning them personal drive for their own use then assigning them to groups in location as assigned..
- Added their account to ticketing system by importing them program. When employees were let go, I would remove them from this program
- Removed users access to these groups when an employee left the agency
- Added users to groups for remote access and set them up on how to use at home.
- Enabled and Disabled sites as needed through Barracuda as needed
- Restored lost or deleted data from Barracuda
- Gave users access to Folders, Created Network Folders and Created Network Shared Calendars

### Network Support Administrator, 04/2013 to 07/2014

#### Liberty Communications Of Puerto Rico Llc – Luquillo, PR

- Work closely with users training them on various software
- Troubleshoot hardware, software, printer and copier issues
- Replace hardware as needed as well as building new machines
- Install, troubleshoot and fix software issues
- Setup and maintain network printers and copiers
- Manage and serve as point of contact for various projects and technologies, including:
- Microsoft's Active Directory, including multiple forests and child domains
- Microsoft Windows Server 2003/2008
- Inventory control
- FaxPress server setup, workstation installs and troubleshooting problems
- Phone administrator, created extensions, voicemail resets, programming phones and setup
- Administer VMWare environment
- Administer Microsoft Exchange Server 2010
- Install and support various applications, such as Microsoft Office Q97/2000/XP/2003/2007/2010, Microsoft Exchange/Outlook, Trend Micro anti-virus, Cisco SSL VPN, PcAnywhere, Microsoft Windows XP/7, Rockwell, AutoCad, Teamviewer, Cisco Firewall, Barracuda Web Filter and Cisco Spam and Virus Blocker
- Keep track of software licensing
- Create software install documentation for end users
- Manage meetings, setup, video conference via Tandberg, WebEx
- Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Made recommendations regarding information technology infrastructure overhauls

### Network Administrator, 02/2012 to 11/2012

#### Agendia – Houston, TX

- Administered Microsoft NT/2000/2003 environment
- Resolved helpdesk calls as that came into personal cellular phone
- Used remote desktop to troubleshoot problems in remote locations around the East Coast
- Repaired hardware, software and virus problems onsite and at other locations
- Maintained computer inventory as well as print cartridge inventory
- Troubleshoot and repaired copiers and printers
- Installed and supported Microsoft Windows 9x/ME/NT/2000/XP/7
- Installed and supported various applications, such as Microsoft Office 9x/ME/NT/2000/XP/7, Microsoft Exchange/Outlook, Trend Micro anti-virus, Cisco SSL VPN, PcAnywhere, Lotus Notes, AS400 and Microsoft Forefront
- Trained users on all software used by the company
- Assisted in configuring wireless network access point and maintaining wireless network

### Technology Technician, 09/2000 to 02/2012

#### Maricopa Unified School District – Maricopa, AZ

- Administered Microsoft NT/2000/2003 environment
- Resolved helpdesk calls
- Used remote desktop and remote administrator to troubleshoot problems at other schools
- Repaired hardware, software and virus problems onsite supporting over 4000 computers
- Maintained computer inventory as well as print cartridge inventory
- Only printer/copier repair person for school system, troubleshoot, repaired and replaced printers and copiers as needed
- Installed and supported Microsoft Windows 9x/ME/NT/2000/XP
- Installed and supported various applications, such as Microsoft Office 97/2000/XP/2003/2007, Microsoft Exchange/Outlook, Symantec Antivirus, AS400, Integradate Pro, Microsoft Front
- Page, Adobe PageMaker, and many other software products used in over 40 labs throughout school district
- Trained users on all software supported
- Implementation of technology into educational setting to best meet state mandates for curriculum and network compatibility
- Sole support person for all laptop repairs
- Approve, review, research and test any new software products prior to being introduced into work environment for schools
- Assisted in configuring wireless network access point and maintaining wireless network
- Create and maintain desktop images via Ghost software
- Coordinated and scheduled Information Technology training room

## Education

### High School Diploma: Computer Science, 1994

#### Central Virginia Community College - Lynchburg, VA