

Professional Summary

Information Technology Specialist Professional Summary Successful experience in I.T. Management, communications, leadership and network troubleshooting. Able to apply a logical, common sense approach to problem solving. A determined team player with strong organizational and communication skills. Demonstrated capacity to successfully manage multiple projects and deadlines. A flexible, detail-oriented Information Technology Expert that thrives in a challenging situation. Versatile Information Technology Consultant with 12 years helping companies optimize IT spending and exploit technical assets. Proponent of macro-level approaches to IT asset management. Skilled at analyzing and enhancing systems, infrastructure and frameworks to accelerate progress toward business goals. Dedicated IT Consultant offering 12 years of experience in IT vision, development and implementation of programs and systems. Subject matter expert in day-to-day operations, planning, organizing and managing operations and complying with standards and policies. Demonstrated to leverage strategic planning to foster new improvements that maximize productivity and efficiency. Successful Information Technology Consultant with 12 years designing, developing and implementing widely varied IT systems. Tenacious in acquiring new business by maintaining exemplary historical results. Skilled at creating and fostering strong business relationships to build long-term trust and growing profits. Dedicated IT consulting professional well-versed in developing creative solutions for diverse business problems and objectives. Tactical and decisive leader with self-directed and analytical mindset. Known for quickly and effectively defining IT operational obstacles and designing cost-effective solutions. Successful at optimizing security standards, improving planning processes and managing systems implementation. Knowledgeable about disaster recovery planning, roadmaping and team development. Strategic Information Technology Manager skilled in guiding navigation of modern technology. Accommodated to driving efficiency and effectiveness by developing, delivering and supporting strategic plans. Demonstrated skill in translating technical requirements to business solutions. Successful 12-year record of building positive relationships with internal and external stakeholders. Insightful Information Technology Manager with 12 years of IT leadership experience including oversight of infrastructure, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and staff training. Experienced Information Technology Manager well-versed in infrastructure, security planning and daily operations management. Forward-thinking and strategic leader with 12 years of experience in Information Technology . Recognized for cost-effective system improvements, operational streamlining and positive leadership style. Experienced Systems Administrator with over 12 years of experience in Information technology. Excellent reputation for resolving problems and improving customer satisfaction. Reliable employee seeking System Administrator position. Offering excellent communication and good judgment. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Dedicated Information technology professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Enthusiastic System Administrator eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of networking and training in network management. Motivated to learn, grow and excel in Information Technology. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Systems Administrator position. Ready to help team achieve company goals.

Skills

- Experience in all windows platforms:
  - Expertise in computer design, repair, software diagnosis and troubleshooting
  - Completed A+ certification classes and seminars
  - Certified in nearly all software programs, examples: Microsoft Works, Microsoft Word, Microsoft Project, Microsoft Access, Excel, Adobe Photoshop, Adobe Illustrator, Adobe Reader, PowerPoint, FrontPage and Adobe writer
  - Mission Critical Applications
  - Security Procedures
  - Team Support
  - Network Intelligence
  - Active Listening
  - Hardware Integration
  - Status Updates
  - Preventative Maintenance
  - Disaster Recovery Operations
  - Final Design Delivery
  - Fund Accounting Software
  - Social Perceptiveness
  - Database Architecture
  - Critical Thinking
  - Corporate Accounting
  - Network Security Management
  - Enterprise Architecture
  - Work Orders
  - Complex Problem-Solving
  - Tech Support
  - Apple Final Cut Pro
  - Data Connectivity
  - Installing New Hardware
  - Database Management System Software
  - Learning Strategies
  - Deployment Support
  - Local Area Network (LAN)
  - Video Equipment
  - Project Requirements
  - Device Distribution
  - Antivirus Software
  - Customer Relationship Management
  - Maintenance Organization and Development
  - Information Technology Industry Knowledge
  - Adobe Systems Adobe Creative Cloud
  - Data Recovery
  - Maintenance Support Systems
  - Creative Solutions
  - Microsoft Project
  - User Experience
  - Technology Development
  - Technical Manuals
  - Wide Area Network (WAN)
  - Hardware and Software Monitoring
  - Systems Analysis
  - Software Engineering
  - Video Conferencing
  - Wireless Access Point
  - New Installations
  - Customer Satisfaction
  - Clinical Applications
  - Component Replacements
  - Clerical Support
  - Service Quality
- Oracle E-Business Suite Financials
  - Data Reports
  - Operational Policies Knowledge
  - Case Support
  - Error Logging
  - Communications Strategies
  - Office Operations
  - System Innovators
  - Workflow Processes
  - Virtual Local Area Networks
  - Technical Installations
  - Bug Fixes
  - Client Relationships
  - Load Testing Software
  - Knowledge Base
  - Data Communications
  - Billing Automation
  - Industry Best Practices
  - Training Classes
  - Network Migration
  - Google Drive
  - Documentation Support
  - Web Applications
  - Production Work
  - Switching Protocols
  - Application and Server Monitoring
  - Google Analytics
  - Training Junior Team Members
  - Solution Implementation
  - Negotiating Service Level Agreements
  - Software Deployment
  - Solution Architecture
  - Leading Software Development Teams
  - File Servers
  - User Documentation Production
  - Network Infrastructure Support
  - Software Development Methodologies
  - Information Assurance
  - Warranty Requirements
  - Client Requirements
  - Root Cause Analysis Expertise
  - Technical installations
  - Infrastructure updates
  - Client relationship management
  - Solution development
  - Security planning
  - Budget administration
  - Project lifecycle management
  - Product development
  - Requirements analysis
  - Infrastructure development
  - Organization and Time Management
  - Interpersonal Communication
  - Excellent Communication
  - Problem-Solving
  - Decision-Making
  - Framework improvements
  - Business planning

Work History

Information Technology Administrator, 01/2011 to Current

City Of Indianapolis And Marion County – Indianapolis, IN

- Built and developed new wordpress website and shopping cart for premier dealer/distributor
- Perform daily data backups and anti virus scans
- Installed new network architecture to better maintain company work flow
- Configure PC's and replace defective hardware as needed
- Installed brand new accounting and business system from initial concept to full implementation
- Internet Sales Manager of premier market leader in their industry
- Monitor new telephone system to reduce telephone network downtime
- Work remotely on off hours to fix network related issues
- Conducted daily system monitoring, verifying security, integrity and availability of hardware, server resources, applications and key processes.
- Synchronized establishment of local area and wide area networks to provide infrastructure for new applications, employee mobile device and communication between sites.
- Integrated, monitored and tested wireless devices, multi-site network infrastructure, business intelligence software and applications.
- Managed infrastructure upgrades, analysis and resolution of end user hardware and software issues.
- Worked closely with infrastructure staff and departmental decision makers to identify, recommend, develop and implement cost-effective technology solutions.
- Directed IT services, counseled executives and collaborated with senior management on strategic planning.
- Controlled development of test areas, systems test data and testing methods prior to implementing new systems.
- Conformed to quality, performance and inter-operability standards for implementation of solutions.
- Managed IT staff monitoring and diagnosing server and data center problems and design and implementation of new data center technologies.
- Facilitated IT enterprise architecture across organization's enterprise transformation programs.
- Reduced hardware spending by \$10,000 through implementation of upgrade project for 40 devices.
- Innovated implementation of Keystone for customized invoices and designed Sales interface order management.
- Maintained efficient operation of 40 data devices,
- Partnered across organization to design solutions with sales platform to deliver optimal path for key business initiatives.
- Directed order management with other software packages to achieve superior picking, shipping and manifest system.
- Liaised with facilities personnel to manage security and infrastructure expansion, data center modifications, equipment placement, power management and cooling.
- Spearheaded continuous improvement on hardware and software architectures that supported eBusiness Suites (EBS).
- Changed sales/website module based on specifications of sales and marketing teams.
- Provided solutions aligned with Constant Contact architecture and business needs.
- Led functional and technical support for inventory of software applications and enhancements.
- Implemented VAI for order entry, shipping, inventory and accounting.
- Led cross-functional teams with expertise in Java, PL/SQL, Oracle EBS, enterprise security and infrastructure domains.
- Integrated Oracle EBS with CRM and other applications, credit card processors, outside reporting tools, mobile warehouse systems and shipping solutions.
- Engineered, managed and installed PBX system with ACD and reporting capabilities for client call center.
- Tokenized credit cards to create third party E-commerce suite.
- Provided web services by creating discreet, reusable software components build on XMK and HTTP protocols.
- Led team of 40 in administering IT infrastructure.

Information Technology Specialist/Technical Service Engineer, 01/2008 to 01/2011

Camp Recovery – Sebastopol, CA

- Configured related equipment by managing server, dhcp, and router ip addressing structures
- Solved problems associated with software/firmware compatibility issues
- Increased maximum equipment uptime by being proactive to possible issues
- Maintained all servers, databases, formats of related equipment
- Created and recommended which products or services best fit customers' needs.
- Provided technical support in both on-site and telephone consultations.
- Performed scheduled service work, installations, testing and repairs.
- Executed troubleshooting and server support in both in-person and remote situations.
- Provided secondary training to personnel struggling with technological tools and systems.
- Maintained service schedule for software and hardware.
- Monitored ongoing technical compliance with applicable laws and regulations.
- Oversaw quality assurance management and offered suggested recommendations.
- Wrote work orders, accounting for standard budgeting guidelines and operational parameters.
- Offered troubleshooting for Keystone via voice and text chat, maintaining resolution rates of 99%.
- Performed preventive maintenance on windows, maintaining average uptime of 99%.
- Rapidly identified and corrected system faults to minimize operational downtime of website.
- Designed system enhancements for assets within Industry operations.
- Diagnosed malfunctions in systems and software, directing support tickets to appropriate personnel for remediation.
- Produced reports on success rates and remedial requirements.
- Installed, configured, tested and maintained operating systems, application software and system management tools.
- Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
- Participated in system development life cycle from requirements analysis through system implementation.
- Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
- Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
- Managed use of various types of databases and configured, installed and upgraded new ones.
- Managed and monitored installed systems for highest level of availability.
- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Wrote and maintained custom scripts to increase system efficiency and performance time.
- Resolved issues related to operational components for LAN, WAN and voice systems.
- Designed and implemented system security and data assurance.
- Defined enterprise processes and best practices and tailored enterprise processes for applications.
- Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
- Oversaw development and maintenance of organization computer systems and intranet.
- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes
- Facilitated best user experience through continuous support and communication of system changes
- Assisted with updating technical support best practices for use by team
- Managed customers' expectations of support and technology functionality in order to provide positive user experience
- Trained end-users of software and software on use, functionality and application to business problems
- Prepared reports by collecting, analyzing and summarizing information
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes
- Attended regular client meetings to report project progress and address questions
- Used ticketing systems to manage and process support actions and requests
- Communicated regularly with customers concerning data exchange and technology integration
- Developed and maintained strong client relationships to deliver exceptional customer service and problem resolution
- Liaised effectively with others to promote ongoing network design, reevaluation and optimization, scaling with company growth
- Identified potential sales and cross-selling opportunities and informed supervisor
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues
- Built and refined powerful machine learning models that automated decisions, prioritized work and changed behavior of products in real time
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team
- Worked closely with management teams to plan, develop and execute technical strategies aligned to client's vision
- Controlled and managed server room, wireless network, server infrastructure, audiovisual equipment, laptops and video conferencing equipment
- Supervised and monitored delivery of contractual services according to SLA agreements
- Researched product and issue resolution tactics to address customer concerns
- Set up network profiles, security permissions and file sharing systems
- Performed tests of functionality, security and performance of different workstations and devices
- Coached and trained end-users on functions, features and basic troubleshooting of software such as software and software

Information Technology Technician, 01/2003 to 01/2008

Sywest Medical Technologies – City, STATE

- Conducted hardware and software updates on daily basis to maintain network integrity
- Accomplished all maintenance on time and under budget
- Installed and maintained products/equipment
- Provided one on one training in all software related programs
- Troubleshoot and solved all information technology issues in a timely manner.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Managed system-wide operating system and software deployments as well as related software upgrade problems.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
- Conducted daily system monitoring, verifying security, integrity and availability of hardware, server resources, applications and key processes.
- Answered and triaged requests for assistance in order to provide top-notch support.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Configured hardware, devices and software to set up work stations for employees.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Patched software and installed new versions to eliminate security problems and protect data.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Helped streamline repair processes and update procedures for support action consistency.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Devised solutions to operations issues related to system and software, working closely via phone, email, live chat and web teleconference.
- Retained existing clients and developed number new accounts by extending high quality and efficient support service.
- Uploaded new software, rolled out updates and applied patches to type servers upon release to thwart type and type threats from penetrating networks.
- Upsold products and services to increase company revenue by number% beyond timeframe targets.

Information Technology Representative/Marketing Specialist, 01/2000 to 01/2003

Datacom Systems – City, STATE

- Supervised 10 or more employees and initiated completion of multiple new product development projects to meet critical deadlines
- Accomplished several parallel project deadlines on time and under budget (with lead time of 4-6 weeks)
- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems and key processes.
- Used ticketing systems to manage and process support actions and requests.
- Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Attended regular client meetings to report project progress and address questions.
- Prepared reports by collecting, analyzing and summarizing information.
- Built and refined powerful machine learning models that automated decisions, prioritized work and changed behavior of products in real time.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Communicated regularly with customers concerning data exchange and technology integration.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Developed and maintained strong client relationships to deliver exceptional customer service and problem resolution.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Performed tests of functionality, security and performance of different workstations and devices.
- Conducted in-depth product and issue resolution research to address customer concerns.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Liaised effectively with others to promote on-going network design, reevaluation and optimization that scaled with company growth.
- Coached and trained end-users on functions, features and basic troubleshooting of software such as software and software.
- Identified potential sales and cross-selling opportunities in course of delivery of support services.
- Supervised and monitored delivery of contractual services according to SLA agreements.
- Trained end-users of software and software on use, functionality and application to business problems.
- Used type existing skills to contribute to internal technical tools.
- Retained existing clients and developed number new accounts by extending high quality and efficient support service.
- Defined and documented technical support best practices for type technologies.
- Identified potential risks for software rollouts and developed resolution processes.
- Drafted and distributed training manuals for devices used by various employees.
- Authored protocols for appropriate, cost-effective and safe handling of equipment and materials.
- Set up network profiles, security permissions and file sharing systems.
- Controlled and managed server room, wireless network, server infrastructure, audiovisual equipment, laptops and video conferencing equipment.
- Planned marketing initiatives and leveraged referral networks to promote business development
- Developed technical and non-technical marketing presentations, public relations campaigns, articles and newsletters
- Designed and implemented advertising and public relations activities
- Identified appropriate marketing channels and target customers for campaigns
- Monitored social media questions and comments and appropriately responded
- Updated social media platforms with latest news and corporate details
- Maintained inventory of marketing literature, archive files and sample files
- Collaborated closely with graphic designers, subject matter experts (SMEs) and technical staff to produce compliant, on-time proposals
- Administered and procured funding for new marketing programs
- Met with vendors to assess products, inquire about services and negotiate pricing
- Shadowed senior personnel on complex marketing pursuits to build skills set
- Liaised between internal creative teams and agencies for branding ideas, graphic designs and promotional materials
- Teamed with advertising agencies and outside consultants to develop strategic marketing plans
- Wrote engaging and successful marketing, advertising and website copy
- Tracked trade show expenses to maintain budget
- Worked closely with in-house design team to develop visuals for content
- Maintained high level of understanding of industry standards and trends
- Updated customer database and generated lists and counts for direct marketing projects
- Onboarded new team members and coached personnel in marketing tasks
- Shipped samples to potential clients and kept appropriate amount of samples on hand for meetings, customer presentations and for sales team use

Education

Bachelor of Science: Marketing, 05/1997

State University of Oswego - Oswego, NY