Ashley D. Weir, IT Professional   
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**Desktop Support | Help Desk Administrator**

**Enterprise Infrastructure on Premise & Cloud Solutions**

*Influential IT professional with extensive experience in high-stress environments along with a strong technical background. Sound leadership expertise in project initiation, planning, executing, controlling, closing, troubleshooting, strategy, risk management, and configuration for enterprise organizations. Valued asset to the team and other stakeholders, known for ethical and analytical insight, precise and detail-oriented approach to managing IT projects, database administration, helpdesk incidents, service request, and quality control compliance. Strong experience working with teams, developing motivation and collaboration through unified communication techniques, team building, and communication.*

**KEY ACHIEVEMENTS:**

* Worked closely with project team to design and implement a new business application to tailor custom software to enhance order entry, dispatching, invoicing, file maintenance, and sales capabilities.
* Created and executed IT procedures and processes to maintain compliance, operational needs, reduce risks, and create a baseline for continuous improvement.
* Saved $30,000 on a recent hardware refresh with vendor negotiations and an audit to identify organizational needs within the cloud infrastructure.
* Successfully prepared and executed training to end-users on computer systems, third party applications, and new ELD regulations.

**AREAS OF EXPERTISE**

Help Desk Management | Hardware Repair and Maintenance | PBX Management | Microsoft Suite | Configuration of Systems | SAP | SSRS Report Manager | Microsoft SQL Server | Oracle Administration | Windows Server 2003/2007/2008/2012 R2 | Office 365 | TCP/IP Protocols | Vendor Negotiations | Website Management | Social Media Ad Management |Linux Server Management | Warehouse Asset Management | Contract Negotiation | Cable Management |Microsoft Dynamics GP

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# PROFESSIONAL EXPERIENCE

# Cheetah Transportation Systems | Houston, Texas | Current Employer

# A private hotshot transportation company focused on transporting time-critical freight.

**Network Administrator 2013 –**

* Monitors helpdesk software for both internal and external stakeholders for technical assistance on a 24/7/365 schedule. Formerly utilized a helpdesk software called ManageEngine ServiceDesk Plus. Presently uses FreshService; resulting in features that better fit our business needs, such as sorting tickets into categories like incidents VS service request, documenting and linking one or more incidents to a problem, tracking inventory, and building a solutions library. Implemented Team Viewer on all hardware to assist remotely.
* Records hardware and installed software with the use of tools acquired from our helpdesk vendor. Queries reports detailing asset name, asset tag, location, department, and warranty information.
* Maintains stakeholders and vendor relationships to sustain acceptable inventories, reduce costs, optimize performance, track challenges, problems, and improvements. Internally we’ve set a SLA of 24 hours response time to onboard new employees and up to 4 hours for modifications to existing team members. Thus, resulting in higher productivity, morale, and time management.
* Creates and modifies AD user accounts per helpdesk request and manager approval. Grants systems access and folder permissions to groups or individuals based on specific business needs. Manages PBX and VoIP accounts for employee onboarding and exits. Creates extensions and subscribes end-user to the appropriate permissions and groups based on their organizational unit. Controls Office 365 portal and supports internal and external stakeholders and business needs. This encompasses configuration and maintenance of Exchange, SharePoint, and Azure Active Directory. Furthermore, maintaining accurate users, groups, and licenses.
* Provides guidance and acts as a resource for team members and external stakeholders. Solving problems and providing value to those who use utilize our systems. Trains team members in the systems and processes; reduces incidents, increases work productivity, and decreased the overall downtime of end-users. Documents incidents and service requests and archived for future reference in our helpdesk. Drafts and implements IT procedures and processes to maintain compliance, operational needs, reduce risks, and create a baseline for continuous improvement and consistency.
* Manages IT projects while working closely with management to maintain a competitive advantage, create user friendly systems and processes to enhance morale, productivity, and customer satisfaction.
* Handles installations, upgrades, backups, and configuration, and writes and publishes SQL reports in response to help desk request thus, giving team members the tools and insight to base business decisions.
* Performs cost analysis and procurement of IT hardware and software to meet business needs. Makes recommendations based on costs, quality, risks, and longevity are presented to management for consideration and approval.
* Configures and maintains customer portal to create a streamlined design allowing our customers to easily place orders, track shipments, view, and print invoices.
* Strives to train end-users to fully leverage their computer systems, third party applications, and other resources as needed to help foster success throughout the organization.

# Austin Industrial | Deer Park, Texas 2005 – 2013

A diversified U.S. based construction company focused in civil, commercial, and industrial projects.

**Scheduler | Liquid Bulk Loader**

* Coordinated scheduling for multi-modal logistical movements of liquid bulk and other industrial materials ensuring customer orders were completed and shipped on time.
* Received, interpreted and entered supply chain management data in SAP daily supporting the organization’s enterprise resource planning objectives.
* Operated rail and truck loading and unloading equipment, conveyors, hoists, and other specialized material handling equipment to fulfill customer orders.
* Monitored liquid bulk chemical products such as vinyl acetate and acetic acid and oil based product movements to and from storage tanks daily, coordinating activities with other workers to ensure constant product flow.

# EDUCATION | CERTIFICATIONS | PROFESSIONAL DEVELOPMENT

**Bachelor of Business Administration, Project Management**, Colorado Technical University, Online 2018

**Associate of Applied Science, Network Systems Administration**, ITT Technical Institute, Webster, Texas 2015

\*References promptly furnished upon request.