**Colin Michael Haley**

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| **WORK EXPERIENCE** |

**Arkema Inc.,** King of Prussia, PA ***Associate Analyst, Mfg. & HES Apps*** Aug. 2011 – Present

*SAP QM Support, Application Developer*

* Maintain SAP QM Data vital to shipping of product and maintenance for Arkema’s NA plants.
* Perform second-level SAP, Oracle DB, and SampleManager support.
* Work with other Business Groups to customize software packages for deployment.
* Document support proccesses and train end-users on common issues to lower call-volume for the Help Desk.
* Manage North Americas LIMS2004R2 to SampleManager10.1 deployment.
* Loaded Data and created SampleManager Limit/Phrase alignment for Arkema ACCP acquisition.
* Development and maintenance of Structure code in SampleManager.

**Arkema Inc.,** Philadelphia, PA ***Technical Support Analyst*** Dec. 2009 – Aug. 2011

*Help Desk Support*

* Receive phone calls and e-mails requesting end-user support.
* Provide first-level support for approximately 2,500 users.
* Escalate tickets to the appropriate parties as needed.
* Track and manage all open cases in the SMART Ticketing System.
* Perform basic software testing for compatibility.
* Handle roll-out of new platforms and systems to recently acquired companies.
* Maintain and develop Sharepoint teamsite with documentation of any issues encountered.
* Took a lead role in training new Service Desk Employees.
* Developed a standard training platform for on-boarding.

*Primary Windows 7 Software Tester*

* Install and test various pieces of software on specially configured Windows 7 Virtual Machines.
* Contact secondary testers for more direct testing.
* Coordinate with team members to update testing sharepoint site.
* Documented all interaction with users, including installation and removal instructions.

**Razorfish,** Philadelphia, PA ***Technical Support Staff II*** March 2009 – Sept. 2009

*Systems Administrator, Hardware and Software Support*

* Responsible for all repairs and upgrades on employee machines.
* Maintained Active Directory infrastructure.
* Repaired, upgraded, and replaced office hardware.
* Used Footprints Ticketing System to track repairs and requests from end-users.
* Performed as the main contact point for most warranty services from HP, Dell, Apple, and other providers.
* Provided superior desk-side and remote support for employees.
* Documented systems for deployment and accepted Q&A from all employees.

**Gramercy Capital,** Jenkintown, PA ***Technical Support Staff*** July 2008 – Sept. 2008

*Help Desk Support*

* Answered phones and email for the local office.
* Replaced malfunctioning hardware and reinstalled corrupted software.
* Assisted in Active Directory and Group Policy Management.
* Other requests ranging from Printers to Video Conference equipment.
* Used ticket based management system to ensure all requests were filled in a timely manner.
* Worked on a Cisco Phone System.
* Documented all issues for sharing with teammates.

**LaSalle College High School,** Wyndmoor, PA ***Network Admin.*** Aug. 2005 – June 2007

*Co-Network Administrator and Proxy to Faculty/Staff*

* Responsible for the upkeep of an 18-server network.
* Documented any maintenance or upgrades performed for teaching other team members.
* Created and deployed Active Directory objects and Group Policy.
* Provided software, hardware and firmware upgrades to all servers and end-user machines.
* Responsible for maintenance and backup on servers.
* Provided in-person support for personal computers of other employees.
* Attended to requests from students and faculty for classroom technical issues.

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| **SKILL SET** |

**### This should be 2 columns, gg Google Docs**

*Programming*

* Python
* HTML & CSS
* SQL Scripting
* VGL
* Shell Scripting

*Systems*

* Microsoft Windows (2K-8 dev.)
* Microsoft Office Suite
* Microsoft Exchange
* Microsoft ISA
* Windows Server 2003/2008
* Windows Mobile
* Mac OS
* Adobe Creative Suites
* Citrix
* Altiris Desktop Management Tools
* Numara Management Console
* LANDesk Management Software
* Sharepoint
* Redhat, Fedora, and Ubuntu Linux

*Systems (Cont.)*

* Footprints Ticketing System
* BMC Magic Ticketing System
* SMART Ticketing System
* Cisco Phone Management
* RSA ACE Console
* Lotus Notes
* Cisco Systems VPN Client
* Active Directory
* Group Policy
* General MMC Console
* SAP QM Transactions
* VMWare
* SampleManager (2004R2 and 10.1)
* Toad (Oracle 10.1 Client)

**Drexel University,** Bachelor of Science in Information Technology.