Sherry Wilson

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Availability: Open to Relocation
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Clearance: Secret Security Clearance, December 2020

Background:

- ✓ **LAN/WAN Support –** Ensuring network connectivity on computer hardware and software for users by setting up PCs & networking printers, configuring VPNs and providing network security by using firewalls & anti-virus programs, using Active Directory, imaging software.

- ✓ **Helpdesk/Hardware Support** – Providing day to day support by installing, repairing all types of PC equipment and internal components for users such motherboards, power supplies, CPUs, network & video cards, CD & floppy drives, etc.

- ✓ **Test Analyst** – Providing good quality analysis (QA) by researching software, creating test plans and tests in Mercury Tools software and Caliber, and testing software on Microsoft virtual machines to make sure that work on electrical devices & equipments.

- ✓ **Technical Writer/Trainer** –Working as a dedicated technical writer & trainer in by providing support on the learning aspect of new IT software by creating and writing helpdesk support manuals catered to staff and the companies' needs.

- ✓ **Pharmacy Tech/HIM Analyst-** Experience supporting Hospital applications as such as Medipac, Whiteboard, and Star Panel, Catamaran and McKesson pharmacy software.

Computer Skills:

Operating Systems:	Win XP, Vista, 7, 8, & 10, Mac OS's, UNIX, Androids
Networking:	Microsoft Active Directory, Exchange Server, Citrix, Microsoft SQL Server, MS VMWare, Virtual Servers, AS400 IBM, Wise PCs, Cloud Management, Office 365
Remote Support:	Tight VNC, VPNs MS Desktop Connection, Nexus
Imaging Software:	Ghost/Tolero/ **Virtualization:** Using Citrix VDI for desktop deployments
Mobile Support:	IPhones, IPads, Tablets, Android OS
Helpdesk:	Remedy/HP Service Desk Service Manager
QA Testing:	Caliber RM creating test plans/cases

Education and Certifications:

Bachelors of Professional Studies in Business Management (BPSBM), December 2012
Austin Peay State University, Clarksville, TN

Associates Degree in Electrical Engineering Technology (A.S. Eng. Tech), May 2002
Nashville State Tech, Nashville, TN

IBM LinuxONE Security L2 Certification, January 2020
Thru Federal Government for IBM/ Census Project

Registered Pharmacy Technician Licenses (RPhT), March 2014
Thru Board of Pharmacy in TN ID Number: 0000049951 & KY ID PT00352549

Secret Security Clearance December 2020
Thru Federal Government Department of Defense

Public Trust Security Clearances August 2018
Thru Federal Government for Dept. of Education and U.S. Census Bureau

Professional Experience

Senior Technical Support Analyst – <u>Information Government Services</u>- **October 2017 to Present**

- Supporting over 1000+ users by using Citrix VDI to remote in and manage two different servers for clients that run Windows 2008 Server to provide Active Directory support from creating users account, resetting passwords, troubleshooting permission rights, adding PCs and users to domain, monitoring network drives size/cache, setting up network printers and print servers. Setting up and troubleshooting PCs, printers, laptops and network equipment such as routers, Ethernet connections, hubs, network jacks, and USB power supplies. Providing network security on the LAN by using Norton's anti-virus software, Microsoft Windows update, and Point sec encryption software to monitor & protect the data on the computers. Troubleshooting VPN issues by using RSA Server to manage users' accounts from shipping out RSA tokens, retting tokens keys and re-syncing tokens to the server to checking permissions and adding users'. Training new employees on troubleshooting & desktop procedures/assignments.

- Using Microsoft Exchange Server extensively from creating user accounts, adding distribution lists, setting up archives & proxy, troubleshoot server connection issues, reinstalling outlook, fixing PST files. Also migrating Outlook 2010 to Office 365 and syncing it with mobile devices such as I Phones and Androids by using Microsoft 2 Factor Authentication. Also installing and configuring Microsoft applications such as Skype, Lync and Microsoft Office Suites such as Word, Excel, Power Point, etc.

- Learning 100 + different proprietary software that clients' use and then writing technical manuals and step-by-step guides for users and staff on how to use the software. Responsible for managing helpdesk support to users by answering phone calls, using emails, using remote console, and going onsite. Using Remedy and HP CA Service Manager to log and document tickets. Creating & implementing disaster recovery plans. Coordinating & conducting group training on how to use new programs. Training new employees on troubleshooting & helpdesk assignments.

- Creating images for deploying Windows 7,8, & 10 operating systems on PCs by using Symantec Ghost software and then using SSCM (System Center Configuration Manager) to push Windows updates/software, to manage software licenses, to run group policies, to provide remote support and to run audit reports. Also setting up and troubleshooting issues with Macs.

- Setting up, installing, repairing AS400 mainframe and emulators such as Attachmate by configuring the IP addresses, troubleshooting jobs on system, and upgrading system files related to the software. Providing remote support by using Microsoft remote management console, Tight VNC, and Logmein to remote.

- For Federal client – Managing PIV (Personal Identification Verification) cards access for users by using McAfee Encryption intranet site to unlock pins and accounts, to generating new token keys, to using Active Directory to grant temporary and permanent Piv exception which bypasses the card for certain circumstances, to re-registering the Windows certificates on the computer, to troubleshooting the card reader and setting up Single Sign on access.

- For Electric Utility clients- Using AS400 mainframe to generate reports that tests customers' data for accuracy on billing info, account profiles, meter values. Reading and writing electrical schematics, calculating engineering and power meter values such as real power, apparent power, demand power. Using an ASP.net intranet site to create Power Quality Reports for clients and also to add enhancements such as graphics, waveforms, and charts that details clients' power usage.

- Using Microsoft Virtual Server and VM Ware to test software on different operating system. Using Mercury Tools to create procedures, run tests, & document results on hardware performances.
- Utilizing Microsoft SQL Server and all of its features to install databases, manage tables, create & edit search queries, configure connections to various databases, and to manage users accounts/access to SQL driven databases and documenting process, creating tests plans, and record results & defects with software applications.
- Using Oracle to troubleshoot accounts from resetting passwords, creating accounts, and adding & modifying rights to different applications. Troubleshooting Share Point issues from uploading documents, showing users how to grant/add users rights to their folders & files.
- Supporting Kiosk stations from setting up the PCs & printers, to loading the images, to connecting the card readers and making sure it's PCI compliant, and then using Sales Force to add the devices to the network so that it can be monitored and updated. For Financial clients- Assisting network administrators in upgrading PC infrastructure by doing data migration and switching out Cisco routers and network ports, to adding a VPN thin client to the Teller Kiosk systems, and to upgrading all the computer systems operating systems. Upgrading the servers to Win 2012 Server and hosting it on Cisco UCS 3160D.

Professional Experience

Desktop Configuration Technician - For EbryIT Consulting – **February 2016 to October 2017**

- Setting up, deploying, and supporting of computers for various clients by creating customized images on using Ghost software, using Application Catalog and Software Center (SCCM) to push out the software. Replacing & upgrading old PC and LAN equipment as part of the life cycle refresh.
- Using Microsoft Active Directory to setup the PCs on the domains and add user accounts to the system, to performing data migrations, troubleshooting equipment on LANs such as network printers, wireless services, etc, also using Dell CFI pre-built imaging tools to customize images through the network. Using Microsoft Exchange Server to setup and troubleshoot users' accounts after the migration by setting up proxies, archiving, mapping to server, etc.
- Setting up and monitoring Share point as a centralized program to installs the appropriate programs to the users' computers and if not, adding access to it and then testing the programs to make sure it works which includes SAP, ComShare, Brio Intelligence (specialty software), Document Direct, and many others as well as checking mapped drives, setting up network printers & VPNs after migrations.
- Writing technical notes for users on how to navigate their new systems and applications. Coordinating & conducting group training on how to use new databases and the SAP program the departments receive.
- Installing & configuring TCP/IP , VPNs and managing network resources for users such as File & Print folders on servers and users login accounts

Onsite PC technician – For local Office Depot Stores in the area **March 2015 to November 2016**

- Providing helpdesk support over the phone and by remote support using Nexus software.
- Selling computers and peripherals and marketing protection plans and PC services, setting up technology Plano grams, merchandising, cashiering, and inventory.
- Resolving work orders from customers by performing data migrations, providing virus removal by using tools such as Malware Bytes, McAfee, Norton's, etc.
- Upgrading Windows operating systems from 7-10, proving one-on-one PC training to customers on topics such as: setting up an in-home wireless network, setting up an email account using Outlook client, doing PC maintenance checks, using Microsoft Office product, providing remote support to customers at home by using Nexus software. Setting up and troubleshooting mobile devices such as IPADs, Iphones, and cell phones, also working on Macs, and making recommendations on upgrades.
- Training new employees on troubleshooting & helpdesk assignments. Testing & diagnosing problems with PC equipment on Wide Area Networks (WAN) and Local Area Networks (LAN).
- Proving one-on-one PC training to customers on topics such as: setting up an in-home wireless network, setting up an email account using Outlook client, doing PC maintenance checks, using Microsoft Office product, providing remote support to customers at home by using Nexus software.

Contract Pharmacy Tech (Analyst) For Aerotek Nashville, TN **March 2015 to August 2015**

- Using McKesson CCMS software, RX Claim (Catamaran) database software to research history of medications prescribed to the patients, using QNXT to research claims/issues regarding their medicines. Using Docutrack Software to manage over 150 + prescriptions a day from long term Using Connexus (Microsoft Access & Excel driven database) pharmacy software to enter, translate prescriptions, updating & modifying patient/customers profiles, updating physicians & medical clinics information regarding customers medications, maintain inventory of pharmacy medications,
- Troubleshooting ICD 9-10 coding and HCPCs codes when processing claims updating & modifying patient/customers profiles, updating physicians & medical clinics information regarding customers medications, maintain inventory of pharmacy medications, processing insurance information, keeping accurate documentation of new medications that come in from warehousing daily, using TASCO system (POS pharmacy checkout system) to check out medications to patients, update billing information, and to manage payments.
- Using Microsoft .Net Framework to troubleshoot issues with patients' prescriptions from monitoring payments from third party insurance, checking refill dates & requests, sending faxes, etc.
- Using Pyxis and Omni Cell pharmacy dispensing medication carts setting up and refilling medications, sending orders remotely to the nurses/doctors to alert them when to pull from the cart by using Citrix Client and VPN, also can manage inventory Filling prescriptions according to the orders which includes verifying medicines, quantity, strength, directions use, etc., and for compounding & liquid medications, it includes gathering all the materials,

Professional Experience

For Various Clients in the surrounding Nashville, TN area   December 2012 to March 2015

Independent IT Contractor

For personal clients - One-on-one training on basic computer skills from navigating the desktop, using the internet, to how to use Microsoft Office applications, such as Word, Excel, Power Point, Access, Outlook, as well as other word processing & custom applications, Repairing and upgrading all types of PCs, laptops, Macs and printers and setting up mobile.

Troubleshooting internet/ network connectivity problems such as cable modem, DSL, and dialup connections. Providing general checkup/diagnostic test on PCs by cleaning of internal parts to help remove dust, checking cables, hard drive, & applications to help keep the PC running smoothly. Identifying & removing viruses/spy ware from PCs by installing & configuring antivirus software/programs. Setting up & repairing all types of computers/equipment such as printers, laptops, desktops, Macs, net books, Chrome books, Blackberries, & palm pilots. Upgrading parts on older PC models to help make them more compatible to newer computer models & software.

- o Mr. Ewing, Ewing Electronics, Mount Juliet, TN consultant for his business
- o Ms. Smith, Ms. Yvonne Owens, Manager, Metro Government Action Commission,
- o Ms. Peggy Ewing, Educator, Retired Principal,
- o Dorthea Vaughn, Program Manager, State of Tennessee
- o Mr. Kenneth Littman, Director of Transportation for Metro Government

Went back to school to complete a Bachelors Degree January 2011 to December 2012 *Austin Peay State University, Clarksville, TN* – **Graduated** December 2012

Research Studies included:

Operations Management	Human Resources Fundamentals	Business Commerce & IT
✓ Identifying & managing the system constraints in a business. Utilizing tools such as Pareto rule, focusing matrix, & current reality tree in management.	✓ Analyzing work & designing positions, method for recruiting and training employees. ✓ Planning pay structure, benefits, & performance	✓ Utilizing MIS tools in a global market such as intranet, Electronic Data Systems (EDI), Electronic POS, & data warehouses. ✓ Market research, branding, and the Customer Relationship Management.

Desktop Support Tech – For Vanderbilt University, Nashville TN **July 2009 to June 2010**

- Setting up, troubleshooting PCs, printers, laptops, routers and diagnosing internal components the equipment as motherboards, processor, memory, video cards, power supply, PC cards, etc. Also setting up network jacks, running cables and activating the ports for new computer installs.
- Using Microsoft Exchange Server extensively in installing & troubleshooting software such as Microsoft Outlook, Office Suite Lotus Notes, and Microsoft Exchange Server. Supporting mobile devices such as Blackberries, Palm Pilots, etc., by setting up, syncing and troubleshooting issues with them. Using Tolero, Ghost & Veritas imaging systems to install & deploy Windows 7 operating systems on multiple laptops and desktops throughout the department.
- Using Microsoft Active Directory Server and Admin Tools to manage user accounts and access rights to directories & folders and to reset passwords. Using Cisco & SL VPN remote software, and using Tight VNC and Microsoft Remote Desktop Connection to provide in setting up users with access to VPN accounts and to troubleshoot users PC issues remotely at the satellite medical centers and clinics.
- Creating detailed technical notes, help manuals, and documentation for users on how to use a variety of daily software and troubleshoot issues such as setting up VPN access at home, using Reference Manager citations (for the professors), resolving outlook issues/glitches, general PC maintenance, etc.
- Using Microsoft Exchange Server from archiving, setting up proxy, setting up server paths on their mobile devices such as I phones, IPad, and also installing other office applications such as Word, Excel, Project, e Using HP CA Service Manager to log, document, and answer helpdesk ticket calls. Setting up, configuring and troubleshooting a variety of medical software and databases for medical center staff and records departments such as Medipac, Star Panel, Whiteboard, and (for Purchasing dept.), configuring PeopleSoft and Business Objects and the BA containers their users' accounts are associated with.

Professional Experience

Contract Desktop Tech- <u>Majestic Systems, Brentwood, TN</u> **- May 2008 to December 2008**

- For <u>Windows Migration to Active Directory Project</u>   Answering helpdesk calls and using Remedy analyze and document the type of permissions the users will need such as folders, directory drives, PC location (for setting it up on the right domain) etc. Once done, the create a security form to get authorization and once granted, then setup the user in Microsoft Active Directory put them under the right container/domain and mapped their drive paths and assigned the permissions for it and also did this for all the network printers on all the floors as well.
- Configuring Microsoft Windows Operating systems on 100's of PCs by using Ghost, Veritas, and other imaging software. Using Pointsec encryption software to protect data on PCs.
- Writing detailed notes and helpdesk manuals to help explain to users how to use software and writing tech notes on troubleshooting propriety software.
- Troubleshooting the network equipment on the LAN's and WAN's such as routers, Ethernet connections, hubs, network jacks, USB power supplies, & IBM mainframes. Troubleshooting issues remotely by using Microsoft Remote Desktop Connection and another remote connection in Symantec to fix issues for users that worked from home or at out town.