

EDWARD DWYER

Las Vegas NV 89101 | (702) 612-1165 | DwyerEdward1@gmail.com

Efficient, Technically-Proficient IT Professional

Offering extensive experience, a distinguished track record, and demonstrated abilities in Information Technology; areas of expertise include:

Computer Technician/Support – Systems Administration – Network Administration

Career Summary

- Dedicated professional with extensive phone, email, remote access, and hands-on help desk and network administration experience
- Broad knowledge and experience in assisting with the management of the performance and security of LANs and WANs at client and server level
- Proven ability to work independently or as an integral part of a team to achieve objectives effectively in high-pressure settings to meet deadlines
- Extensive experience in developing operational plans to meet organizational goals; ability to effectively communicate with all levels of management, end users, and team members
- Organized, detail oriented and committed to delivering superior quality work; proactive, hard-working, and focused; outstanding troubleshooter

Technical Competencies

Operating Systems/Server

Windows (all versions) and Server 2000 to 2012 – Administration, Installation, Desktop & Remote Support, Configuration & User management (AD), Print services; Linux (Ubuntu), Mac

Software

- Ticketing Software: ServiceNow, JIRA, Remedy, Clarify, Track-It, IBM Control Desk
- Security: BitLocker, Symantec, McAfee, Sophos, AVG, Avast, Spy-Bot, Malwarebytes
- Remote: VPN (Cisco, Check Point), Skype for Business, TeamViewer, RealVNC, DameWare
- Office: MS Office (all versions), Google Docs, OpenOffice, LibreOffice
- Browsers: MS IE and Edge, Mozilla Firefox, Google Chrome, Safari, Opera
- Email: Outlook, Lotus Notes, Opera Mail, Mozilla Thunderbird, Groupwise, Gmail
- Misc: ITIL, SCCM, LANDESK, Citrix, Ghost, all things Google and Microsoft, and many more

Hardware

Most makes and models of PCs, Laptops, Tablets, Printers/Scanners, and Mobile devices (Android, iOS); Phone and Video/Teleconferencing systems (Avaya, Cisco, AT&T, Polycom, Crestron); Thin Clients – Installation, Troubleshooting, Repair, Preventive maintenance

Network Protocols

WiFi – Bluetooth – HTTP(S) – FTP – TCP/IP – DHCP – DNS – SMTP/POP3/IMAP – SSH/Telnet

Employment Chronology

FEB 20 – FEB 21 Link Technologies – **Desktop Deployment Technician (PC Imager)** – Provides assistance to the SCCM Specialist and Desk-side Technicians with the preparation of PC hardware for delivery by imaging desktops and laptops with our Global Standard Windows 10 build and applying the correct Department Application Core-Set Collection to assure that the PCs have the correct applications for the assigned deployment group.

SEP 17 – Present Field Nation and WorkMarket (Web-based freelance management sites) – **PC Technician** – Mikrotik router IP provisioning, IBM SurePOS 700 PC replacement, Diagnose/Repair QSR PC, PIN pad replacement(s), NCR RealPOS 82XRT refresh, Laptop/Workstation refreshes, Troubleshooting and resolution of internet connectivity, and many more

JAN 17 – SEP 17 Resource Solutions Group – **Training Room Technician** at Northwestern Hospital campus – Installation (cable management, drive mapping, printer configs) of HP thin clients

MAY 16 – DEC 16 The Go2IT Group – **Desktop Support Engineer** at Careerbuilder– Resolved printing, access, and application (Windows 7 and Active Directory environment) issues for local and remote users (including executives); restoration of user data; configuration of new laptops

JAN 16 – MAY 16 Express Employment Professionals – **Windows Migration Specialist** at Societe Generale – Primarily responsible for imaging & configuring HP desktops for WIN 10 migration

JAN 15 – DEC 15 Collabera Inc. – **Customer Engineer (PC Field Technician)** at Dell/Unisys – Primarily responsible for Dell laptop and desktop hardware break-fix throughout downtown Chicago

DEC 14 – DEC 14 The Go2IT Group – **PC Technician** at City of Chicago – Installed approximately 600 DVD-ROMs into new HP All-in-One desktops at various city-owned locations (police, fire, etc.)

AUG 14 – SEP 14 Robert Half Technology – **Information Security Administrator** at Franciscan Alliance – Provided IS administration for all users and groups for payer web sites and non-standard FAIS applications (ie. Receivables Edge). Performed tasks of defining users to all systems, granting access rights and troubleshooting security issues

APR 14 – APR 14 Peak Systems – **Migration Tech** at UBS – Windows XP to 7 migration and Day One Support (cable management, drive mapping, desktop customization, and printer configurations)

OCT 12 – APR 14 Non-IT work (construction, food services, customer service) while staying abreast of technology in various online IT coursework (see Professional Development)

SEP 12 – SEP 12 SmartSource – **POS Tech** at Home Depot – Replaced Paint Dept. PCs

JUN 11 – JUN 11 Modis – **Printer Technician** at CBS – Responsible for uninstalling Canon & Epson printers and subsequent install and configuration of replacement HP models

OCT 10 – OCT 10 SmartSource – **TV Technician** at Norwegian American Hospital – Replaced Philips TV Inverter Boards (powers the backlight on LCD monitors)

JAN 10 – JAN 10 Paradigm Technology – **PC Technician** at NW Hospital – Installation (cable management, drive mapping, printer configs) of relocated PCs

JUL 09 – JUL 09 Insight Global – **Lead Technician** at Wamu/Chase Bank – Led conversion of Wamu PCs and peripherals to Chase standard which mainly entailed running install scripts

JUN 09 – JUN 09 TeleSight – **Phone Interviewer** – Outbound call center conducting surveys

JUL 08 – OCT 08 Apex – **Desktop Maintenance Technician** at Northern Trust Bank – Facilitating IMAC of desktops, laptops, and Avaya phones heavily utilizing Lotus Notes, LANDesk, and Remedy

FEB 07 – MAR 08 Apex – **Desktop Engineer** at Navigant – Resolved printing and application (Windows 2000/XP and Active Directory in a LAN environment) issues; Resolved access issues for local and remote users (including executives); restoration of user data; configuration of new laptops

OCT 06 – JAN 07 KForce – **Desktop Support Technician** at Chicago Sun-Times – Achieved set-up of new HP printers and desktops; restarting of stalled server apps; email and printer configuration on PCs & MACs; some Active Directory administering

AUG 06 – SEP 06 SmartSource – **PC Technician** at RGIS – Primarily responsible for unpacking, imaging, set-up, and configuration of Dell PCs

JUL 06 – AUG 06 SmartSource – **POS Technician** at Brookfield Zoo – Primarily responsible for removal of old POS equipment; installation, configuration, and testing of new hardware

JUL 04 – MAY 06 ValCom – **PC Technician** at ALA – Achieved roll-out of over 200 new HP PCs and Toshiba laptops as well as end user support mainly with hand held devices and software issues

JUL 04 – JUL 04 Instant Technology – **XP Migration Tech** at Bank One – Hardware swapping, backup/restore, and some manual configuration such as printers & department specific software

JUN 04 – JUN 04 The Computer Merchant Ltd – **Desktop Migration Technician** for HP at Marsh USA – Imaging and Day 1 Support of WIN XP, Remedy, Microsoft Remote Assistance, pcAnywhere, Nero 6, Lotus Notes 6.5, ACT!, Palm Desktop, & IBM AS/400 Client

MAR 04 – MAR 04 Kforce – **POS installer** at Sur La Table – Achieved installation and configuration of IBM cash registers, desktops and server, HP printers, digital camera, and US Robotics modems

AUG 03 – AUG 03 Kforce – **XP Migration Technician** at 2 WaMu and 1 Wachovia Securities sites – Hardware swapping and some manual configuration including printers

JUL 03 – JUL 03 The Computer Merchant Ltd – **XP Migration Technician** for HP at Bank One – Hardware swapping, backup/restore, and manual configuration such as printers per instructions

Professional Development

Dell Certified Systems Expert Certified
 Lenovo Warranty Service Certified
 Network+, A+, and Server+ Certified
 Scrum Fundamentals Certified (SCRUMstudy)
 Local Area Networks and Protocol Analysis (Prairie State College)
 Introduction to Project Management Certified (The University of Adelaide)