

Timothy M. Ewy

3349 South Ave. Springfield, MO 65807

Phone: (417) 861-9907 E-mail TEwy@MissouriState.edu

PROFESSIONAL SUMMARY

Friendly User Support Specialist experienced in a wide range of information technology focused on providing positive support experiences and efficient IT solutions for a diverse population of users.

WORK EXPERIENCE

Missouri State University - Springfield, MO *User Support Specialist July 2012 – Present*

Contact: Jeff Hoener **Phone:** (417) 836-6812 **E-mail:** JHoener@missouristate.edu

- Created, updated, and deployed applications, packages, client images, and updates, for Windows 7/8/10 with SCCM 2016 and 2019 and for Mac OS X with JAMF Pro.
- Monitored and managed the hardware, operating system image deployment, and group policy settings for over 500 client endpoints across nine different campus buildings.
- Monitored and managed the hardware and print servers for all student lab printing.
- Hired, trained, and assisted a team of 40 Help Desk student workers including lab assistants, call center staff, and student field technicians.
- Provided Tier 2 User Support by chat, phone, e-mail, and Bomgar remote assistance.
- Trained lab assistants on Tier 1 Support of users' issues including: Microsoft Office 365, networking, account access, software deployment, and Blackboard Learn.
- Utilized Atlassian JIRA / Confluence and Team Dynamix to document user interactions and to assist in maintaining a university-wide User Support Knowledge Base.

Galena High School – Galena, MO *Business Educator*

August 2010 – August 2012

Contact: Dr. Danny Humble **Phone:** (417) 357-6027

- Instructed a diverse student population ages 12 to 18 on business topics including: Business Communications, Computer Applications, Computer Keyboarding, and Personal Finance.
- Acted as Senior Class Sponsor, FBLA Sponsor, and Yearbook Sponsor.
- Served on the Positive Behavior Support Committee.

SKILLS

- SCCM 2016 / 2019
- Microsoft Office 365
- Blackboard Learn
- Windows / Mac OS X
- Group Policy Management
- Active Directory
- JAMF Pro
- Willingness to Learn
- Attention to Detail

EDUCATION

MISSOURI STATE UNIVERSITY, Springfield, MO

Graduated Magna Cum Laude from the Honors College / College of Business May 2008

Degree: Bachelor's of Science, Computer Information Systems, Minor in Accounting

Major GPA: 3.93 / 4.00 Overall GPA: 3.84 / 4.00

Degree: Business Education Certification

May 2010

Major GPA: 4.00 / 4.00 Overall Post-Baccalaureate GPA: 4.00 / 4.00

REFERENCES AVAILABLE UPON REQUEST