

MICHAEL K. REDEO

3191 MEDICAL CENTER DRIVE APT. 21204, MCKINNEY TEXAS 75069

(214)560-8510

MREDEO@GMAIL.COM

IT Support Specialist with over 15 years of various roles and responsibilities within small to large data center environments including NOC; also provides remote desktop support to internal customers. Experience in workstation and peripheral configuration, deployment installation and maintenance; monitors assigned systems and processes. Completing assigned administrative tasks related to the operation of IT systems. Including reporting and documentation.

TECHNICAL SKILLS

Active Directory - Service Now -Microsoft Office/Suite/Windows 10/ 365 Update - AIR Watch -MDM Tools - JIRA -EPIC - SalesForce - CA-Scheduler - ESP – Teleopti – CA Technology – MAC OS -Remedy – HPSM – Spice Works -Control M – VTAM - MVS/OS/JCL - JESII/RACF – Verizon Portal - Tivoli Workload Scheduler - TSO/SPF - CA1/7/11 - UNIX-AS400/Cerner - I-Series Navigator – Skype - Zoom - Log Me In - Visual Cron - Aternity - GSuite

CERTIFICATIONS

AWS Certified Solutions Architect Associate	05/19
Accredited Certified Scrum Master	08/19
ITIL v3 Foundation Certified	

PERSONAL ATTRIBUTES

Communication Skills – Honesty - Technical Competency - Work Ethic – Flexibility
Determination and Persistence - Ability to work in harmony with co-workers
Eager and willing to add to my knowledge base and skills

CAPITAL ONE BANK, PLANO, TX

7/2017-Present

Sr. Coordinator, Service Desk Support - TEAM LEAD

- Provide support to end users for computer applications, systems, devices, access, and hardware issues.
- Respond to telephone, email, and online request for technical support.
- Coordinate with other teams or specialists to resolve any additional issues.
- Document, track, and monitor problems using applicable systems and tools.
- Train, coach, and assist team members that need additional assistance.

GUIDE IT, PLANO, TX

08/2016- 12/2016

IT Analyst

- Install, test, and configure desktops, laptops and/or servers (including hardware/software).
- Serve as primary technical support for various server-based application.

- Maintain Microsoft Exchange e-mail accounts and public folder access through Microsoft Exchange System Manager.
- Maintain base system images, support critical applications, and operation functions.
- Handle adds/changes/deletions of development, for testing and management of various desktop images and server applications.
- Respond to all customer inquiries through email and telephone.
- Load and configures software.
- Perform server monitoring and other functions as assigned.
- Open tickets for all incoming calls.
- Document and finish research for clients, and other team members, as necessary.
- Support computer users with installation of basic hardware/software and networking components to meet computer needs.

VERITEXCOMMUNITY BANK, DALLAS, TX
AVP Application Support Specialist/Active Directory

4/2014 – 6/2016

- Serve as lead contact for Desk Side Support Technicians, while providing assistance when trouble-shooting desk side issues, including issues which can be server related.
- Respond to all customer inquiries through emails and telephone.
- Diagnose and troubleshoot basic problems with individual or multiple computer systems, and resolve issues including contacting and assisting vendors.
- Act as general informational source to various business lines regarding use of technology and automation.
- Review current processes to determine improvements and efficiencies.
- Create, implement, and troubleshoot forms and associated workflows.
- Meet regularly with business lines to determine new opportunities for process improvement.
- Coordinate system maintenance and software upgrades with business units, network support staff, and vendors.
- Test system updates, enhancements, and new modules.
- Maintain Microsoft Exchange e-mail accounts and public folder access through Microsoft Exchange System Manager.
- Use Remedy program to track ticket progress and enter updates to keep on going record of case activity until resolution is reached and ticket is closed.

FISERV, DALLAS, TX
Operations Support Specialist

6/2011 – 3/2014

- Prepare schedule of assigned jobs for execution on various computer systems.
- Create and maintain job control language (JCL).
- Ensure data integrity on all platforms, enforce document backup, and restore procedures for review of documented systems and application changes, while working with hardware vendors to eliminate or recover from hardware failures.
- Open, update, close, and monitor Remedy Trouble Tickets within SLA.
- Monitor and test the operating systems and recommend changes to improve processing and utilization.
- Create and maintain production, JCL scheduling and other operation documentation.
- Participate in new product training as required, provide application and product updates to operation staff.

- Compile operation records, such as shift reports, problem logs, and run requests as needed.

PEROT SYSTEMS, PLANO, TX
Data Center Operations Analyst

10/2003 – 12/2010

- Manage IBM Z/OS Mainframe systems availability, CA-7, ESP, Tivoli Workload.
- Scheduler, CA-Scheduler, Control-M, JobTrac, production scheduling and control.
- Backup recovery, report distribution, service level support, equipment operations, and execution of the disaster recovery plan.
- Open update, close and monitor Remedy Trouble Tickets within SLA.
- Identify, diagnose, and resolve resolution of equipment or program problems and failures through TSO/SPF.
- Work in conjunction with the Tech Support team to implement resolution to JCL and/or any other critical problems.
- Perform weekly IPL's using protocol and procedures to meet required SLA agreements.
- Provide operational support for systems hardware and software within the Data Center.
- Maintain verification of daily logs, process schedules, and ensure reports are completed with accuracy.

PARKLAND HEALTH AND HOSPITAL SYSTEMS
Operations Team Lead

12/1994 – 10/2003

EDUCATION

Brazos Business College – Business Administration	1992 – 1994
Richland Community College – Continuing Education	2019