**Jim Zipf**

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**A little about me and my objective:**

I am a certified IT professional that has worked for several Fortune 500 companies in Arizona and Nevada. I started with PC's at 7 years old in 1991 and established an early passion and love for the hobby and have now worked 16 years professionally in the field. My early passion in PC computing was passed down from members of my family that have worked and retired from IBM, Microsoft, and Honeywell.

I am currently seeking a position in IT that will benefit from my passion for support and many years of corporate and small business experience in support and networking, exceptional critical thinking and problem solving skills, and professional business etiquette. Most of my experience has involved troubleshooting Microsoft Windows and Mac OS, extensive hardware troubleshooting, software deployment, OS migrations, cloud computing, virtual machines and network administration in a corporate environment. I am very dedicated to understand the organizations' need for a robust and bulletproof infrastructure to reduce downtime and produce great results. I'm always friendly, willing to help, and work well alone or with others on larger projects. I am devoted to expanding my knowledge in all technical management areas to stay ahead in this ever changing era.

**A List of some of my notable proficiencies:**

* Large, complex, Corporate networks with 500+ client PC's spanning multiple locations and data centers.
* Familiar with virtual machines VMWare and Oracle, and cloud computing; and managing virtual machines in an enterprise environment
* Very competent with computer refresh process including migrations from Windows XP to Windows 10 and other versions
* Outstanding ticket management and professional support in a corporate environment
* Expert break/fix experience
* Expert knowledge and troubleshooting skills in Microsoft Windows, Mac OS, and Linux systems
* Familiarity with corporate network topologies and networking protocols
* Computer equipment asset management
* Very familiar with corporate IT ticket systems
* Active directory and domain administration
* Adept at explaining complex technical concepts to clients, both written and orally
* Suited to completing duties in a high pressure and/or time critical environment; time is money.
* Notable ability to preform duties in both solo and team settings
* Professional interpersonal skills
* Always a friendly and willing IT support consultant
* Strong management and team leadership capabilities

**A few notable achievements...**

- Recognized for outstanding performance and meeting deadline during 600+ client move to new corporate center high rise building. (Freeport-McMoRan Center, Downtown Phoenix)

- Devised efficient workaround solutions during emergency server loss incident. Resulting in virtually zero downtime.

- Designed a standardized process that allowed clients to use an iPad for business systems such as Citrix, SAP, VPN access, Microsoft Exchange and Remote Desktop

**Another short list of familiarities:**

**Software:** All versions of Microsoft Windows, Mac OS, VM Ware, Microsoft System Center Configuration Manager (SCCM), Microsoft Office, Remedy and other ticketing softwares, Active Directory, Adobe Acrobat, Oracle, TOAD for Oracle, BlackBerry Enterprise Server, SAP, Citrix, Business Objects, BigFix, Cisco, Anyconnect, TCP/IP, DNS, DHCP, FTP, Exchange, PXE, 802.1x, PST files

**Hardware:** Personal computers, Notebook computers, Apple iPad, BlackBerry and iPhone handsets, Cisco VOIP phones, Xerox Printers, Audio & Video conferencing equipment, Cisco switches, Main and Independent Distribution Frames (MDF/IDF), Cable management

**Certifications**

I currently have 4 certifications, and I'm also a part-time student working towards my Cisco CCNA.

**CompTIA**

A+ (obtained in 2008)

Network+ (currently enrolled to complete for online study and proctor)

Server+ (currently enrolled to complete for online study and proctor)

Security+ (currently enrolled to complete for online study and proctor)

**Dell Certified Systems Expert (DCSE)**

DCSE Laptops

DCSE Desktops

DCSE ESD

**Microsoft**

MTA Security Fundamentals (currently enrolled to complete for online study and proctor)

MTA Server Fundamentals (currently enrolled to complete for online study and proctor)

MTA Networking Fundamentals (currently enrolled to complete for online study and proctor)

**Linux Professional Institute**

Linux Essentials (currently enrolled to complete for online study and proctor)

**Employment History**

**ABC Restoration**

**IT Support Manager**

**February 2014 - Present**

* + Installed HP ProLiant Server with Windows server 2008
  + Created and maintained an Active Directory environment
  + Ordered and setup new HP workstations and laptops in the private domain
  + Ran CAT6 cabling throughout the entire office
  + Setup new Cisco Catalyst switch for the office
  + Installed configured and tested for compatibility 64 bit workstations running windows 7 with UDA ConstructionSuite , wrote scripts for this software as well
  + Xerox MDF printers

**US Foods**

**IT Support Coordinator**

**August 2013 - February 2014**

* + Support of 200+ client including executives, sales, HR, and warehouse
  + Tested and configured applications for Windows 7 compatibility
  + Used Altiris deployment server to manage computers
  + Asset management using HP software
  + Configured a Windows 7 32 bit and 64 bit compatible print server
  + Consulted with third party vendors including Xerox, HP, and mobile data plans
  + Supported active directory
  + Analyzed and enforced strict security protocols inside the environment
  + Submitted ideas for standard IT processes in the division

**ABC Restoration**

**IT Support Manager**

**January 2012 - June 2012**

* + Complete PC rollouts
  + 24/7 PC & Network support
  + Network design and installation
  + Business Brochure Design
  + Domain and email configuration
  + Construction contractors software implementation

**John C. Lincoln Hospital**

**Desktop Deployment Technician**

**May 2012 - July 2012**

* + Installed and configured thin client workstations in every patient room, ER rooms, operating rooms, and nurse and Dr. stations.
  + Installed and configured medical software

**Freeport-McMoRan Copper & Gold Inc.**

**Desktop Support Specialist**

**March 2010 to January 2012** (2 years)

* Supported over 1500+ users by use of an online ticketing assignment system
* Executed migrations to Windows 7 from XP
* Troubleshot Blue Screen errors, general windows errors, Office issues, computer startup issues, software compatibility issues, printers, and general connectivity
* Transitioned from BigFix to SCCM software deployment standards
* Upgraded to Microsoft Office 2010 from 2007 and 2003
* Managed users, objects, and groups in Active Directory for new hires password resets and account issues
* Updated old Nortel IP phones to new Cisco VOIP phones. Programmed extensions and client preferences
* Granted outside contractor laptops not registered on our domain access work within the corporate network. Set up security certificate and NT credentials
* Added non-broadcasted WiFi network with enterprise WEP security using 802.1x and a Class 3 Public Primary Certificate. Configured proxy server for web site access internal and external
* Installed software from network stores of Oracle, TOAD for Oracle, SAP 7 & saplogon.ini, Citrix client, Business Objects web client and thick client installs, Terradata

**Honeywell**

**Desktop Support Technician**

**March 2009 to February 2010** (1 year)

* Supported 400+ users
* Performed many tasks in hazardous conditions and electronic sensitive areas. Clean room, hazardous chemical, and hearing danger
* Followed a strict 2 refresh per day schedule to meet deadlines

**JCM Consulting LLC.**

**System and Network Administrator**

**December 2005 to August 2009** (3 years, 9 months)

Supported <10 users

* Part-time and on call position supporting a small business environment
* Designed and administered a Windows 2000 Active Directory environment
* Ran CAT5e cable throughout the office
* Setup a private access FTP server
* Supported loan officers with calyx point applications
* Administered a database of clients essential to the company's growth

**Dell Computer**

**Dell Service Provider Technician (DSP Tech)**

**February 2008 to February 2009** (1 year, 1 month)

* Supported in a high volume call center, all Dell Service Provider field technicians in the United States requiring additional technical support or in need of replacement parts for pre-existing Dell cases
* Maintained accurate case logs performing in the top 5% in call metrics

**Z.One Concept USA Inc.**

**System and Network Administrator**

**December 2005 –** **February 2008** (2 years, 3 months)

* Supported 8 employees including the CEO as a system and network administrator
* Installed DVR security system with remote Internet administration

**Education**

High School Diploma

Cactus Shadows HS 2004

35 College Credit Hours

Paradise Valley Community College - Math, English, Physics, Psychology, Anthropology, Geology and Astronomy