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| Warren G. Black, Jr.  IT Professional | [warren.black@outlook.com](mailto:warren.black@outlook.com) • (503) 258-7495  Las Vegas, NV |

Highly competent and analytical professional experienced in providing enterprise level IT support. Instrumental in building and maintaining large computer systems, as well as planning, installing, configuring, and optimizing IT infrastructures to achieve high availability and performance. Ability to create and deliver solutions tied to business growth, organizational development, and network optimization. Expert in systems administration, networking, and computer applications. Proficient in HTML, CSS, PHP, Drupal, WordPress, Java, C++, C, and SQL.

**Areas of Expertise**

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| * System Administration * Project Management * IT/Desktop Support | * Software Development * User Training * Technical Writing | * Network Management * Problem Resolution * Customer Service |

**Professional Experience**

**CoorsTek, Inc., Hillsboro, OR Aug 2015 – Jan 2021**

**Desktop Technician Sr.**

Delivered robust tier-I and tier-II technical support, training, and IT asset management to 20+ CoorsTek facilities and 130 local users as a Global Helpdesk team member. Achieved desired results by using SCCM, MS Active Directory, and BMC Remedy ITSM support tools for computer administration, IT incident tracking/resolution, PC deployment/configuration, and work order management. Created and upheld IT technical support documents for ITSM knowledge base and MS Office 365 migration project. Held full accountability for executing PC builds, deployments, upgrades, asset management, and support of company laptop and desktop PC's, software, and mobile devices.

* Planned, executed, and finalized Ignition dashboard display pilot, Windows 10 upgrade, Network printer IP scope migration, AMC department network expansion, and Four Winds AV display pilot projects according to strict deadlines.
* Retained and expanded company network 24/7 availability by installing five new network switches, a web filter, and three wireless access nodes.
* Performed system configuration, maintenance, and user support for on-site VoIP phone system, configured 85 new desk phones, and upgraded 150+ PC's.
* Successfully completed duties as Backup Administrator for the Intelli-M door security system.

**PSU Center for Science Education (CSE), Portland, OR Apr 2013 – Dec 2015**

**Office Technical Assistant**

Facilitated 10+ users in developing, configuring, and repairing desktop in CSE office. Oversaw technical support tickets and resolved issues in a timely manner. Rendered keen eye for details to analyze and complete relocation of all CSE computer hardware inventory during whole office move.

* Expertly applied CiviCRM and Drupal CMS systems for the STEM project to develop two websites.
* Developed and supervised CSE website content for PSU Syndication compliance by utilizing Drupal CMS.

**Additional Experience**

Website Administrator, PSU Louis Stokes Alliance for Minority Participation (LSAMP), Portland, OR, 2013-2014

**Education**

**Bachelor of Science in Computer Science, 2018**

Portland State University, Maseeh College of Computer Science & Engineering, Portland, OR