**Ervin R. Patterson**

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**Professional Summary**

I am an experienced professional within the Information Technology field that's seeking to utilize my current skill set and experience while enhancing and learning new skills to continue to provide professional service to everyone. In addition, I am open to relocating.

**Skills**

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| * Windows ME/NT/98/2000/XP/Vista/7/8/10 * Unix/Linux * Active Directory and software projects * IE, Firefox, Google Chrome and Safari browsers troubleshooting * AV products and video conferencing setup via Skype, WebEx and Microsoft Teams. * Software deployment, remote access and reimaging of computers via SCCM * Citrix Receiver/Director * FTP site creation, DHCP and DNS * Remote Desktop Connection, VMWare/VDI and VPN | * Microsoft Exchange, user account creation, set permissions * iPhone/Android support via Airwatch * Virus/Malware software installation, configuration and removal of viruses, trojans and other forms of malware * Microsoft Office Suite products * VOIP phone configuration/troubleshooting * Team leadership, hands-on, analytical, communication, interpersonal and optimizing/performance tuning skills * System backups, file and folder restoration |

**Work History**

IT Desktop Support Technician, 09/2018 to 03/2020

Maser Consulting P.A. – Charlotte, NC

* Served as the main point of contact for all user related inquiries to the IT department from the Charlotte office and assisted other IT staff with remote troubleshooting in other locations.
* Properly addressed and routed all inquiries in order to maintain and monitor end-user workstations and productivity on our local area network.
* Provided support to staff on all company-supported applications.
* Performed in-house and remote troubleshooting through diagnostic techniques on desktops, laptops, printers, tablets, mobile devices, servers, network problems, determined source and advised on appropriate action.
* Deployed software, Windows 10 upgrades, configured, performed IMACs and repaired computer hardware and software for current employees and new hires.
* Self-starter and able to work independently and within a team.
* Traveled to other locations as needed and kept an inventory of all peripherals (asset management).

IT Help Desk Technician, 10/2011 to 03/2017

Cato Corporation – Charlotte, NC

* Diagnosed and troubleshot problems with individual or multiple computer systems in order to maintain proper functioning.
* Also, resolved issues including contacting and assisting vendors.
* Supported end user inquires by providing insight during troubleshooting sessions with users and business teams.
* In addition, helped users translate technical issues into workable solutions.
* Installed, sustained and performed troubleshooting on computer software, hardware and networks.
* In addition, collaborated with network administrators and other employees to make sure proficient operation of the desktop computing environment is present.
* Assisted with the upgrade and configuration of computers, POS registers, server hardware, handheld units, POS Printers, VeriFone pin pads, POS Scanners and APC units at all Cato stores throughout the U.S.

Technical Support Representative, 04/2008 to 03/2010

Hewlett Packard, Inc./Bank of America – Charlotte, NC

* Answered questions and resolved computer problems for clients in person, via telephone or from remote locations.
* Created users, unlocked accounts, reset passwords and added users to groups via Active Directory.
* Provided assistance concerning the use of computer hardware and software, including printing, installation, word processing, email, Client VPN and operating systems.
* Analyzed and reviewed deployment packages to identify the network layout and equipment installation locations at Bank of America banking centers throughout the U.S.
* Initialized trouble tickets by POST Development Systems to document any hardware/software related issues.

**Education**

Associate of Arts Degree: IT/Networking & Security Management, 2008

ECPI College of Technology - Charlotte, NC

* Received Dean's List awards in August, October and November of 2006.