**Lee Mezzulo**

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|  | Summary Information systems Professional with experience administering, analyzing and programming applications. Professional technical administrator within the information technology field. Thorough PC and Apple experience. A lifelong learner. Excellent interpersonal and organizational skills, able to communicate to, upper management, and customers on technical or interpersonal level.  **Technical Skills:**  **CCNA CSCO12616986**  **CompTIA Security+CE COMP001021226372**   * **MCP Windows Server 2012, 70-410 -G344-0970** * **MTA SQL 2012 Database 98-364 F456-8565** * **CompTIA A+ 901 323235901** * **SCCM & Active Directory** * **ConnectWise CRM Certification** |
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| Professional Experience IT Business Consultant  **FISERV** 5/2019-10/2020  Coordinate and handle implementation task not limited to, installation setup, vendor certification and updates  For ATM/Debit and Credit Cards, Shared Branch and other ancillary interfaces for Fiserv DNA Card service implementation. Handle modifications made to system parameters within client’s test and production databases in preparation for live card services event. Work with project milestones or with other Fiserv assigned task to assure that all applications interact according to specifications. Write and apply SQL to analyze data. Install and configure DNA server software and configure end client environments. Successfully test and record events within databases.  System Administrator II  **STARA Technologies, Corp.** 8/2017- 4/2019 (Company Buyout)  The duties include troubleshooting user connectivity, perform Windows System Server 2008 R2, Microsoft Exchange Server 2010 updates, maintenance and monitoring. Create Active Directory policy updates and initiate end user support. Reduce cost and create a robust network infrastructure. Install software releases, firmware upgrades and back-up operations. Apply patches, maintain Sophos firewalls, switches, routers and Wi-Fi Access points. Institute proactive compliance with company policies. provide recommendations toward new hardware and software equipment. Troubleshoot all IT issues and institute electronic data processing. NVR installation. PBX setup and resolution. Installing Microsoft Azure cloud solution and working with Linux Mint and Ubuntu operating systems meeting application interaction. Exchange server to Office365 migration. Interacting with virtualized environments.  Application Analyst  **Insight Global**  Phoenix Arizona 5/2014- 8/2017 (Contract Successfully Completed)  Support and maintenance of hundreds end users via four campus locations. PC imaging via SCCM and Active Directory support. Providing team to support regarding in-house computer systems, networks, desktops, and peripherals for the healthcare firm. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and software equipment while ensuring most efficient computer performance. Installation of Cerner Databases plus recharging. Troubleshoot PC and Apple operating systems in a timely and accurate fashion, plus provide end user training and support for 3000 employees. A Separate Project pertained role as an Application Analyst assigned to the infrastructure duties for Windows 7 application uplift project. Certifying 1500 plus applications running on Dignity Health Gold image on 43,000 desktops and laptops across 55 hospitals, clinical locations, and business sites.    **Responsible Individual/ Loan Officer #1061535**  **Luxor Financial Group**, L.L.C. Phoenix, Arizona 11/2005 – 4/2014  Originate Commercial, Hard Money and residential home loans. Meeting with loan applicants and collect and verify all required financial documents. We would determine if the person or business is qualified for a loan and review loan agreements to ensure they are in compliance with state and federal regulations. They also help the customer through the application process and enter information into a software program to determine the recommendation for a loan. Jumbo, Prime, and Alt-A residential refinance were the majority of closed loans. Process, collect documents and attend closings with clients.  Admissions  **University of Phoenix**, Phoenix, AZ 01/2006-01/2009  Providing IT application support regarding new student enrollees. Overcoming technical issues, and successfully providing technical support toward application interaction regarding the online e-campus environment. Troubleshooting PC’s, Macintosh and iPhone’s hardware equipment successfully would promote posting and interacting daily. The average work flow consisted of one hundred to two hundred calls per day. Troubleshooting application errors and helping students walk through the processing of applications. |
| Manager/Sales Rep. **Mortgage Pro U.S.A.**, Scottsdale, AZ 2/2003 - 10/2005  Securing commercial and residential loans. Building relationships with clientele. Developing new contracts and resources, plus increase positive exposure toward business commercial acquisitions, and financial transactions. Developing cold calling techniques, and leadership direction. Process commercial and residential loans and attend title company closings with clients. Insure loans are funding on time. |
| Loan OfficerOhio Financial Group Independence, OH 2/2001-2/2003Prospecting commercial and residential loans within the United States real estate market. Establishing relationships with repeat clientele business, and lending institutions. Provide technical assistance within the processing of loan documentation. Processing loan stipulations. Provide marketing and earning personal referrals to gain traction within the loan origination market. |
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| Education |
| University of Phoenix, Tempe, AZ.   * **Master of Information Systems, 2016**   University of Phoenix, Tempe, AZ.   * **Bachelor of Science, Information Technology, 2013**   University of Phoenix Tempe, AZ.  Westlake High School, High School Diploma, 1991   * **CompTIA Security+ SY0-401 COMP001021226372** * **CompTIA A+ 220-901 323235901** * **MCP Installing & Configuring Windows Server 2012 R2 – Exam 70-410 G344-0970** * **CCNA CSCO12616986** * **MTA SQL 2012 Database Fundamentals 98-364 F456-8565** |
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