William Ford

Summary

Experienced IT Professional, skilled at planning and implementation of network policies to secure and maintain the reliability of the infrastructure. I am adaptable to organizational and industry changes driven professionally with high regard to personal integrity.

**Software Supported:** Microsoft Windows OS, Microsoft Office Suite (Access, Word, Excel, Power Point, Visio, and Outlook), Active Directory, DNS, VMWare client player and Server side ESX, Back Up EX and Solid Works AutoCAD Drafting AX ARP Systems, Sophos Anti virus and Firewall

**Experience**

Mega Fluid Systems Feb 2019-Oct 2019

* Integrated a helpdesk ticketing system using share point and wufoo forms
* Maintained the reliability and serviced down systems for over 150 users in various locations around the world
* Handled implementation of Office 365 and syncing of Active directory
* Integration of business wireless access points using Aero Hive systems
* Converted and upgraded all systems to meet the end of life cycle
* Security system integration of cameras and alarm panels
* Conference room creation
* Implemented leasing program through Dell for all desktops and laptops and replacing every piece of equipment for the whole company.

Fujitsu (Contractor) Oct 2015-Feb 2019

* Using Road warrior ticketing system to prioritize assigned tickets
* Maintained the reliability and serviced down POS system for over 100 customers in various locations throughout the states
* Handled implementations, upgrades install and maintenance of systems
* Windows 7 embedded and Linux
* Replaced peripherals such as coin acceptors, dispensers, bill acceptors,
* receipt printers, Pin Pads and bar code scanners and UPS’s
* Various system NCR, Fujitsu and Toshiba POS systems
* Servicing enterprise systems and warranty replacement of server grade systems
* Inventory control of parts

Southern Glazer's Wine & Spirits Jan 2014-Aug 2015

* Installation of print drivers locally and on print server
* Creation of users and computers with active directory
* Managed inventory and ordering of all desktop, laptops, iPad and cell phones for the state
* Migration from Office 2013 to Office 365
* Setup of VOIP Cisco phones.
* Cisco Wifi setup and monitoring of signal strength in the warehouse for hand scanners
* Raymond security suite setup and support for the Forklifts that were connected via wifi
* Creation of all NW division Images for PC’s, laptops using SCCM/WIM and iPads using Air watch
* Helpdesk, triage and troubleshooting with ticketing system.
* Remote support of 500 users varying from devices
* Supporting 300 users locally
* Setup of Video cameras and server

CopyTronix Sept 2012-Oct 2013

* Installation of print drivers on local PC/MAC
* Troubleshooting print, scan and email issues
* Network Configuration on DHCP server
* Installation of print queue’s on Network servers and local host
* SMB file scanning location and template creation
* Installation of FM Audit monitoring software
* Scan to email configuration

American Consulting Mar 2008-Nov 2011

* Peer-to Peer LAN, Wireless Network and PC Support
* Installation of POS Registers for 7-11, Taco Bell and Wells Fargo
* Installation of hand held wireless ordering devices
* Installation of Network servers, switches, routers access points and printers
* WAN/LAN Configuration firewall setup.

Design Asylum Mar 2007-Nov 2008

* Online order processing and fulfillment
* Established Inventory control system for Warehouse locations
* Desktop imaging and support account creation in active directory
* Server administration of web portal for client creation
* Installation printers and other peripherals

Cascade Microtech Oct 2005-Mar 2006

* Handled server implementations, improvements, operating system upgrades and maintenance thus reducing the need for vendor contracts.
* Assessed the benefits of having Virtual Machine Ware servers that cut the cost by fractions, compared to purchasing single application-based servers.
* Worked as a team with the network engineer and network analyst to install load balanced connectivity for company Virtual Private Network (VPN) tunnels using Internet Protocol (IPSEC) reinforcing security and further reducing disconnections
* Skilled in training users on new applications, therefore freeing up the helpdesk to answer more challenging calls.

**Education**

Bachelors – Information Technology-Network Design and Management

Western Governors University Salt Lake City, Utah:

Associates – Information Technology Computer Network Systems

ITT Technical Institute, Portland, Oregon: 9-05

**Certifications**

Comptia Strata, A+, Network +, Security +, Project +

Microsoft Windows 7, MCDST

CIW Web Foundations Associate

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