**Edward J Lelake Jr -** 6375 23rd Ave SW, Seattle WA, 98106 - [lakester70@yahoo.com](mailto:lakester70@yahoo.com) – (206) 430 - 3700

Summary

My strongest attributes include: always doing what is right for the customer, be it in-house or outside the organization, having a broad knowledge of Information Systems Infrastructures using Microsoft Software Platforms, being highly motivated and last but not least, having a strong military work ethic – which basically means get the job done safely, effectively, and on-time, no matter what.

Experience

**ASM Research – Computer Support Specialist -** May’19 to Nov’19 (40 hrs/wk @55,000/yr)

Provided hardware deployment of desktop/laptop computer systems in the Veterans Hospital @Puget Sound, WA. This included: receiving hardware and taking inventory to ensure Help Desk tracking and IT asset Information is accurate, installing/configuring VA approved software applications and then scheduling with hospital staff for replacement.

**Covestic – Tier 2 Analyst -** May’17 to February’19 (40hrs/wk @45000/yr)

Provided 24/7/365 **Network Operations Center** support for the Microsoft Xbox Live service. This included: diagnosing Network problems in response to both automated alerting systems and customer reported incidents, coordinating with Service Engineers to provide feedback on problematic trends and patterns in technical support troubleshooting, using data analysis techniques sufficient to ensure complete resolution for the more complex Help Desk calls, and finally developing/maintaining problem tracking and resolution databases ensuring accurate records are filed.

**Micro Focus – Systems Support Technician -** May’14 to September’15 (40hrs/wk@42000/yr)

Provided customer service for Network Infrastructure, video conferencing systems, desktops/laptops and wireless devices. This included: ensuring organized data closets when adding or removing patch cabling, supporting and troubleshooting video conferencing systems by providing training and guidance to enhance customer knowledge and thereby prevent problematic recurrences of Help Desk Inquiries, installation of a variety of both proprietary and Windows operating systems software, configuring/installing printers and wireless endpoints, using communication skills to document troubleshooting procedures as an effective way to train and communicate with co-workers and finally, investigating and recommending purchase of tools/technologies to improve responsiveness to customer requirements.

**Delta Airlines Global Services, LLC – Field Engineer -** March’12 to August’13 (40hrs/wk @24/hr)

Provided hardware, software and service support of the corporate infrastructure for customer facing services both on and off-site . This included: supporting telecommunications systems configurations related to Moves, Adds, and Changes (MAC), Active directory account creation, security group implementation, and other active directory and exchange administrative duties, diagnosing/resolving problems in response to customer reported incidents, applying customer support to sufficiently troubleshoot/install/configure/test software on customer workstations, and finally, providing feedback on problematic trends and patterns in technical support to supervisors.

**Engineering Services Network – Client Support Administrator -** December’11 to February’12 (40hrs/wk@20/hr)

Provided customer service support for Zone 2 on Hill AFB, UT(1200+ users and 900+ clients)**.** This included, but was not limited to: diagnosing/resolving problems in response to customer reported incidents, performing active directory and exchange administrative duties such as account creation and security/distribution group implementation, configuration/installation of network printers, applying customer support concepts and methods for installing/configuring/testing software on customer workstations, developing/ maintaining problem tracking and resolution databases ensuring accurate records are filed, and finally, providing feedback on problematic trends and patterns in technical support to team leads/supervisors.

**US Air Force Reserves – Communications/Computer Support Specialist -** October’00 - July’09 (20hrs/wk@52000/yr)

Provided customer service support as the 419th Fighter Wing Help Desk Supervisor (Attained the rank of E-6 and was chosen as the 419th Logistics Group's Airman of the Year). This included: ensuring Help Desk tracking and IT asset Information was accurate for all assets on station, being in charge of Active directory/Exchange for an environment of well over 20000 users, using communication skills to document troubleshooting procedures as an effective way to train and communicate with co-workers, using troubleshooting and data analysis techniques and coordinating customer support activities sufficient to receive, respond and ensure complete resolution of the more complex Help Desk calls, managing moves or installation of IT equipment to assure coordination of IT support and customer service, developing/maintaining problem tracking and resolution databases ensuring accurate records are filed, and finally, providing comprehensive software, Information Technology systems and/or equipment guidance/training to enhance customer knowledge to prevent problematic recurrences of Help Desk Incidents. - Cleared for **Top Secret SCI** (DCID 1/14 Eligible) by AFCAF 17JUL06.

Specialized Skills & Expertise

Integrated Avionics Electronics Repair, Micro/Miniature Electronics Repair, Instructional Systems Development, Computer Network Operations, **Remedy Ticketing System, Microsoft Exchange/Operating Systems, Help Desk Support, Customer Service, Active Directory, Troubleshooting, Video Conferencing Technologies,** Solution Selling, Virtualization and IT Security

Volunteer Experience

**American Red Cross – Community CPR Instructor -** January’93 - January’95

Provided 500+ hours of classroom instruction to well over 5000 students

Certifications

**CompTIA Security+ -** CompTIA License COMP001008207938 May 2009 to January 2013

Organizations

**USA Softball - Adult Slow Pitch and Juniors Fast Pitch National Umpire -** January’00 to Present(300-600 games/yr)

I've had the opportunity as an umpire to be a part of the best organization in the US for providing the greatest softball experience to all who wish to participate. The organization is now in it's ninth decade and continues to advance the sport in both recreation leagues and competitive tournament play.

Education

**Stevens-Henager College -** Information Technology, 2010 - 2011

**Weber State University -** Computer and Information Sciences and Support Services, 2009 - 2010

**Community College of the Air Force -** Military Information Systems Technology, 2000 - 2009

**University of Phoenix –** Completed 350 hours of coursework towards A+, Net+, MCSE, CCNA/CCNP certification

Projects

**Delta Ticket Counter - SeaTac Airport -** This bag of fun needed a 100+ team that got the job done in under 3 months

**Veterans Hospital Win10 Migration – Puget Sound, WA -** Helped deploy over 3000 systems for 60% completion

Referrences

Charles Coburn - Washington State USA Softball Umpire in Charge

Phone: 425-260-8344

Email: chc7745@hotmail.com

William Eric James -Xbox Studios SDM(no longer works for Covestic)

Phone: 425-260-8344

Email: werjamrs@hotmail.com

Andrew Jaqua - IT Systems Manager

Phone: 206-217-7100

Email: andrew.jaqua@microfocus.com