**V I T O G I O V A N N I C A M E R U C I**

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**Vito\_cameruci@hotmail.com**

**EDUCATION**

2010 Capella University—Minneapolis, MN Master’s of Science Information Technology

2006 Wright State University—Fairborn, Ohio Bachelor of Arts – History

2004 Sinclair Community College—Dayton, Ohio Associate of Liberal Arts Degree

2000 Northmont Senior High School—Clayton, Ohio

**SKILLS AND KNOWLEDGE**

I am a very analytical thinker who pays great attention to detail and the big picture at hand who is capable of very in-depth research. I am very goal and task driven needing very little instruction and oversight. I have many years of experience with managing an office environment as well as working with clients in a face to face environment both in their premises and in an office environment. I have been entrusted with many hundreds and even thousands of dollars of company supplies, materials, tools and cash. I have experience installing wiring for voice, cable and data networking as well as making it operational and have gained this experience through personal learning and professional training and education. Also numerous pieces of software were utilized. The following pieces of software represent professional experience and training with:

ACT Tax accounting software

Adobe Acrobat

AirCrack—NG

Android OS various editions

ARRIS Tech Director

ATG

Avaya

AVG

Basic HTML authoring

Bently CAD viewer

BPS

Cisco Connect VPN

Command Prompt

CSG

Cyclops

DNS management tools

Dragon Naturally Speaking

Dropbox

EBSCO host

Empower

Eventrack

File Encryption Tools

Google Ads

Google Drive

Google Earth

Google Voice

Hammer (Expirix)

I&R Work Assure

ICOMS

insider

IPMT

JDSU Pathtrack

KITTY

Linux (various versions)

Log Me In Hamachi VPN

MAC OS

Mcafee

Microsoft Office Professional (Excel, Outlook, Power point and MS Word)

NASA Worldwind

OMSE Phone Switch Provisioning

OneDrive

Peachtree

Port PS

Quick books

Quicken

Quicken Mobile

RIO

Remedy

Serv Asure

Skype

Storm

Targus

Team Viewer

Unified

VNC software

Whats App

Windows Desktop OS

Windows Server 7

WinRAR

WINzip

**PROFESSIONAL EXPERIENCE**

August 2019—PRESENT Morgan Stanley Columbus, Ohio

System Administrator/Application Support

* Maintained an IVR system
* Created new users on the platform
* Troubleshot reported issues from users
* Educated users
* Made repairs as needed
* Worked in a very dynamic team
* Interfaced with all levels of leadership
* Prepared various reports
* Participated in mass system migrations
* Participated in system checkout(s)
* Worked independently with little to no instruction from both local and remote locations
* Created, modified, and acted upon issues reported within numerous ticketing systems and via email/Skype
* Assist with use of software product(s) and point-solutions.
* Monitors, tracks, and documents support calls and related activities in tikets/emails.
* Use SQL Query, reporting tools, and spreadsheets to examine underlying data.
* Assists other departments with application issues.
* Developed Knowledge Base articles to document troubleshooting steps and common solutions to frequent tickets for use by peers.

November 2018—August 2019 Computing Concepts Incorporated Columbus, Ohio

• Worked as a contractor for Morgan Stanley

October 2016—October 2018 Spectrum/Charter/TWC Columbus, Ohio

BUSINESS CLASS TIER 3 TECHNICAL SUPPORT REP 3

* Worked with corporate clients
* Troubleshot reported issues related to Internet, Phone (numerous lines) and various video issues

• Deployed static IP blocks

• Worked in a very fast paced environment

• Created, modified and acted upon issues in numerous ticketing systems and via email

February 2012-October 2016 Time Warner Cable Kettering, Ohio

DISPATCHER

• Worked directly with technicians and various clients all across central and southwest Ohio and parts of Northern Kentucky

• Monitored the network for issues

• Deployed fix resources as needed

• Provided status updates as needed to internal and external clients

• Had to build code and alter accounts as needed and preserve an accurate record of actions taken

• Routed in home service technicians as needed

• Supported technicians with back end services as needed

• Created, modified and routed work orders as needed

• Created, modified and acted upon issues in numerous ticketing systems

July, 2010- February 2012 Time Warner Cable Columbus, Ohio

Field Technician—3

• Serviced on premise Internet, phone and video issues

• Diagnosed, reported and serviced various plant issues

• Diagnosed and serviced issues with various types of PC and MAC issues

• Worked independently of leadership

• Managed roughly $100,000.00 in company assets

• Interacted with the public on a regular basis

• Had to maintain the highest level of customer service

**AWARDS AND RECOGNITIONS RECEIVED**

January, 2018 Charter Appreciation Award

January, 2018 Spectrum Recognition for second Highest stat ranking for 2017

January, 2018 Spectrum recognition for helping more than 10,000 customers for 2017

March, 2016 Time Warner Cable Val-You award for Teamwork

February, 2016 Time Warner Cable Val-You award for Teamwork

November, 2016 Time Warner Cable Perfect Attendance 3rd qtr. 2016

February, 2015 Time Warner Cable Val-You award for Excellence

December, 2014 Time Warner Cable Val-You award for Teamwork

October, 2014 Time Warner Cable Val-You award for Innovation

August, 2014 Time Warner Cable Val-You award for Teamwork

October, 2013 Time Warner Cable Val-You award for Teamwork

August, 2012 Time Warner Cable Val-You award for Teamwork

February, 2012 Time Warner Cable Val-You award for Teamwork

January, 2012 Time Warner Cable Val-You award for Initiative

July, 2011 Time Warner Cable Val-You award for Excellence