**STANLEY SLEEPER**

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## Computer Systems Analyst/Technician/Consultant

*Providing computer hardware diagnostics, software troubleshooting, printer repair with support and specialized services for a variety of businesses. • Installation, program setup and support of POS for restaurants and retail • Dealer and laser printer repair agent for various manufacturers.*

## PROFESSIONAL EXPERIENCE

**US EPA (SAIC Federal Contractor)** 2019-Present

Service Technician

Provide help desk support and resolve problems to the end user's satisfaction. Perform root-cause analysis of all incidents. Manage problem recognition, research, isolation, resolution, and follow-up for routine user problems. Ensure all service Incidents and Requests are answered promptly and effectively analyzed, documented, communicated, escalated, and closed. Setup, configure, test, support, and troubleshoot workstations, software, and peripheral equipment. Monitor and respond promptly to Incident and Request tickets using ServiceNow Ticketing system. Per assignment, provide security-related support to comply with all applicable standards. Troubleshoot Windows 10 desktop issues in both virtual and physical environments. Knowledge and experience with Active Directory Users and Computers. Create both high and low level standard operating procedures for IT technicians and end users

**US EPA (ECS Federal Contractor)** 2018-2019

Desktop Support Specialist

Provided onsite and remote desktop support for federal and contractors employees. This was for a variety of hardware, software operating systems and networking issues. Areas of Microsoft Office 365 (Primarily Microsoft Word, Excel and Outlook). Re-imaging of computers. Data backup. Ticketing system using Remedy and ServiceNow.

**UNC-Chapel Hill (Independent Contractor)**  2016-2018

Technology Support Technician

Provided tier one (1) service oriented technical support to UNC-Chapel Hill campus for faculty, staff, and students for a variety of hardware, software, operating systems, and networks. Areas of support include Microsoft Windows operating systems, Microsoft Office, OSX, iOS, various E-mail clients (Primarily MS Outlook and Mac Mail), Internet browsers, a variety of hardware and networking (hard wired and wireless). Re-imaging of MAC and Windows. Data backup.

**Independent Contractor**  1999–2013

Computer Systems Analyst/Technician/Consultant

Provided computer-troubleshooting, repair, printer repair and specialized services for a variety of businesses. OEM Builder and licensing specialist. Installation of servers. Installation, program setup and support of POS for restaurants and retail using customer selected software and hardware. Networking. Running, terminating of Cat5/6 cable. Working directly with customers and performing repairs on site. Phone support as needed for clients. HDTV replacement of internal components. Dealer and certified laser printer repair service for OkiData, Konica-Minolta, and Xante printer companies. Dell Certified.

**LCR, Inc.**  1995–1999

Cash Register Technician

Provided programming & installation of cash registers. Interfaced directly with customers and performed repairs on site. Built foundation of the basic functions and servicing of copiers and printers.

**Food & Friends**  1991–1995

General Laborer

Basic restaurant duties. Inventory control. Ordering and checking incoming supplies.

EDUCATION

Associate of Applied Science**,** 2014-2016 • Pierpont Community & Technical College, Fairmont, WV

Dean’s List, Fall and Spring 2015

## TECHNOLOGY SKILLS

Word, Excel, Outlook, and PowerPoint. Networking. Structured Cabling. Software/Hardware Installation and Replacement. Windows XP-10. Printer Repair. Troubleshooting Laptops/PC’s includes hardware and software. Technical Support. Training. Fundamental’s in the following areas: Windows Server 2012 R2; Cisco 1941 Routers; Cisco 2960 Switches

CERTIFICATIONS

CompTIA A+ 2016-2019

OkiData Printers

Konica-Minolta Printers

Xante Printers

Dell Certification (expired)

ITIL Certification

HDI Certification

MILITARY

United States Navy 1973-1975