**Daniel O’Keeffe**

**Permanent:** 85 Indian Church Road, Buffalo, NY 14210 (412) 400-8546

**Email:** daniel.p.okeeffe@gmail.com

**EDUCATION**

**Carnegie Mellon University** Pittsburgh, PA

Bachelor of Science in Biological Sciences, May 2011

**TECHNICAL SKILLS**

**Computer:** Microsoft Office XP/2007/2010/2013, Windows XP/Vista/7/8 /10

**WORK EXPERIENCE**

**Service Desk Level 2 Analyst**  July 2014-Present

**Buffalo Medical Group** Buffalo, NY

* Assist in setup of computer terminals, VOIP phones, and printers
* Ensure network connections are functioning properly
* Answer IT desk calls and emails to resolve service requests
* Determine all necessary information to diagnose and resolve IT issues and escalate issues to appropriate departments as needed
* Assist in the management of employee account information and software access credentials in Active Directory
* Troubleshoot session and profile issues in a Citrix environment
* Manage Exchange account information and permissions
* SharePoint content and security management
* InfoPath form creation and submission management
* Coordinate with vendors to ensure company goals are met
* Inventory management

**Information Technology Technician (Contracting Basis)** August 2014-October 2014

**Tri-Delta Resources** Buffalo, NY

* Assist in the setup of computer terminals
* Troubleshoot network connectivity issues
* Set static IPs for Macintosh and Windows computers as well as printers and ensured proper network communications
* Hard drive image creation and copying to quickly install Windows operating systems on numerous desktop computers
* Respond to telephone and email requests for IT assistance
* Document all call information and enter into Track-It! work order management software
* Utilize knowledge base to research employee technical issues and resolve problems efficiently
* Administer help desk software using remote administration software as needed