

Melissa Lauby

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SKILLS SUMMARY

- Experience with coordinating meetings within the company for training and records retention work.
- Great at and enjoy learning new things and getting trained on a multitude of different programs/ tasks.
- Ability to grasp new ideas and integrate them into desired results.
- Able to coordinate several tasks simultaneously.
- Combine patience, determination, and persistence to troubleshoot client issues.
- Easily understand and solve technical problems.
- Detail oriented and enjoy the feeling of completing projects.

PROFESSIONAL EXPERIENCE

IT Director

September 2015 to

present

Rubber City Radio Group

Akron, OH

Achievements:

- Work on troubleshooting issues for all users:
 - Removing viruses & spyware from user PCs
 - Configuring PCs
 - Replacing broken hardware (mouse, keyboard, etc..)
 - Microsoft Office Suite 2003, 2007, 2010, 2013 issues
 - Windows 7, 8 & 10 issues
- Leading problem-solving efforts (involving outside vendors and other support personnel)
- Network Upgrades/Maintenance
- Plans and implements additions, deletions and major modifications to the supporting infrastructure company-wide in coordination with corporate leadership
- Performs the implementation of network security at the corporate level
- Performs troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary
- Anticipates future network needs, identifies proactive solutions to satisfy needs
- Organizing and assisting with all IT software upgrades/updates
- Organizing and keeping track of the Security and Contract Information
- Development, design, and implementation of new applications and changes to existing computer systems and software packages
- Develop, review, and certify all backup and disaster recovery procedures and plans

- Update training/program documentation for the department
- Maintains Hypervisor Servers and their corresponding environments
- Maintains documentation of inventory for servers, hardware and software
- Maintains Windows Servers (2008, 2012)
- Google Suite Issue Resolution
- Adding/Removing Users from Google Suite
- Playlist Editor Installation & Troubleshooting
- Write and distribute product update information
- GSelector Support/Upgrades/Issue Resolution
- Music Master Switchover
- Music Master Support/Upgrades/Issue Resolution
- Help with backups
- iProfiler Setup/Support
- Insightly Support/Upgrades/Issue Resolution
- EAS Troubleshooting
- Monthly Maintenance on the Wide Orbit boxes

Operations Support Rep

June 2013 to

September 2015

Kenan Advantage Group

North

Canton, OH

Achievements:

- Help truck drivers fix common on board PC software issues
- Aspen administrative maintenance tasks
- Organize and keep track of the phone records for the department
- Create new consignees/commodities
- Support the Logistics/Dispatch team on TMW software
- Complete help desk tickets
- Update training/program documentation for the department
- Monitor the daily inventory team and help troubleshoot any issues
- Monitor the "Completed Loads Still Active in Aspen" & "All 9's" reports
- Work on any special projects given to me
- File Federal Diversions
- Working on updating the Decision Tree Access Database with Scott M.
- Total Mail troubleshooting for drivers
- Office re-organization
- After-hours TCHEK support
- Emergency Safety Calls/EAS Alert Calls

Help Desk Coordinator

August 2005 to

May 2013

The MK Morse Company

Canton, OH

Achievements:

- Worked on troubleshooting issues for all users

- o Removed viruses & spyware from user PCs
- o Kept up with users that were not good with technology
- o Configured PCs
- o Replaced broken hardware (mouse, keyboard, etc..)
- o Microsoft Office Suite 2003, 2007, 2010 issues
- o Windows XP, 7 issues
- o Citrix issues
- o VPN/Remote access for outside sales team and executives traveling abroad
- o Printer/Copier issues
- Configured iPhones, smart phones and iPads for the outside sales team & helped them over the phone when they had issues with their devices
- Designed training manuals for:
 - o iPhone/smart phone/iPad use
 - o Microsoft Office Suite
 - o Fortis (Document Management Software)
 - o Workflow and Records Retention guidelines
 - o Common PC software issues (via Remote Desktop, TightVNC or in person)
- Held training sessions on Microsoft Office Suite
- Wrote Help Newsletters (Monthly)
- Updated the company Twitter, Facebook and Blog pages
- Ran Month End/Year End on SQL and Access
- Held AS400/CMS/HRIS Training and worked with it on a regular basis
- Internet Applications, administrative capabilities on the Employee Portal website,
- Answered phones
- Checked faxes via Outlook Web Access, using a process I helped design
- Provided support for all business functions across the company as needed including reception and mail room
- Organized and assisted with all IT software upgrades (anti-virus, Fortis, etc...)
- Organized and kept track of the Security and Contract Information
- Wrote all department SOP/PWI's
- Maintained Xerox/Sharp/Ricoh copiers within the office and the plant
- Re-designed the MSDS & Credit programs to work in Fortis
- Ran miscellaneous sales reports for the sales team and managers
- Kept track of the company cell phone plan with Verizon and balanced the monthly bill
- Leader of the 5S program in the IT department

EDUCATION AND TRAINING

- Wooster High School, 1997-2001, High School Diploma
- Kent State University, 2001-2005, Bachelor's Degree in English
- Fortis Qualified Administrator Training, 2006, Certificate of Course Completion
- Continuing Education classes in: Microsoft Office, SQL Database
- Professional Meetings: Fortis Document Management Conference, 2007

COMMUNITY SERVICE

- Girl Scout Gold Award - 150 hours of Community Service

- Girl Scout Silver Award – 75 hours of Community Service
- Triway Capers Cast Member & Social Media Director (To raise money for the Triway High School Music Booster Club) in Wooster, OH – 18 years
- Balloon Handler for MK Morse during the Pro Football Hall of Fame Parade – 5 years