IT TECHNOLOGY SPECIALIST

Professional Summary

Analyst with extensive experience in Information Technology. Proficiencies include trouble shooting hardware and software issues. Experienced Service tech with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

Core Qualifications

TCP/IP, Network monitoring and tools, storage management, knowledge of desktop support procedures and active directory, skilled in software and Microsoft operation installation and maintenance, working knowledge with Windows 2000, 2003 & 2008 Server install, Microsoft office 2000 through 20010 applications software, Windows XP, Vista, 7 and 8 pc and lap top install and management. Professional installation and upgrades, Network Security and protection measures, networking cable patch panel install, testing and layout, fiber optic installation, testing and lay. Web development and design using software front page, html and python applications.

Experience

IT Technology Specialist 09/2015 to 04/2016 Company Name City , State

- Monitored multiple databases to keep track of all company inventory. Successfully led key projects which resulted in [positive outcome] . Provided onsite training. Provided Tier1 & Tier2 level support;.
- Perform Tier 3 level support to customers on operational or maintenance aspects of system equipment.
- Perform service, repair and/or install of company products including system hardware, software, PCs and POS equipment.
- Perform general maintenance, repair computer systems and peripheral equipment.
- Replace and install cable (cat5) network cable.
- Managed and trouble shoot telecom phone system.

Field Service Tech 03/2014 to 04/2015 Company Name City , State

- Level 1 Field Service Tech Provided Tier1 & Tier2 level support; Perform Tier 3 level support to customers on operational or maintenance aspects of system equipment.
- Perform service, repair and/or install of company products including system hardware, software, PCs and POS equipment.
- Perform general maintenance, repair computer systems and peripheral equipment.
- Replace and install cable (cat5) network cable.

Information Technology Specialist 08/2010 to 09/2006 Company Name City , State

- Provided hardware support related to pc, lap tops, note books technical issues, software application and OS issues.
- Assists clients with recommending, scheduling and implementing system hardware and/or software upgrades based on needs and anticipated growth.
- Set up and maintained active directory requests, setup network ids/email accounts and remote desktop support for specific client.
- Offered assist for website design, layout and hosting.
- Offered residential customers technical support with hardware and software issues related to hard drives, power supply replacements and virus removal.

Information Technology Specialist 09/2006 to 08/2010 Company Name

- Conducted analysis to address network issues which led to install of a T1 line. Monitored multiple databases to keep track of all company technology inventory. Provide trouble shooting support in matters related to computer hardware and software issues.
- Identify any computer architectural requirements; establish and upgrade systems; maintain installation records; improve system performance; maintain technical knowledge.
- Set up and maintain local area network using cable layout and fiber optic connections.
- Configure and trouble shooting routers, pix, Domino Server and Microsoft Windows 2003 Server.
- Oversee staff related issues related to computer upgrades, hardware problems, virus, email accounts/ network ids, remote desktop support and training.
- Develop policies and procedures for internet access and antivirus installations.
- Communicate effectively with end users, vendors and upper management.
- Trained end users in office applications and security issues.
- Managed all pc hardware and software office applications and installations at the local branch offices, feed mills and truck shop in the Laurinburg, Bladenboro, Tar heel and Nichols S.C.
- locations.

Education

Bachelor of Science : Business Management August-05 National American University City , State Business Management
Associate/Degree : Business Computer Programming May-92 Robeson Community College Business Computer Programming
CERTIFICATIONS

- Comptia Network February-14.
- Comptia A February-14.

Skills

active directory, antivirus, C, cable, cat5, computer hardware, hardware, client, clients, email, front page, hard drives, hardware support, html, ids,

internet access, local area network, layout, Domino, office applications, Microsoft office 2000, Windows 2000, Microsoft Windows 2003 Server, Windows XP, Network Security, Network, networking, OS, all pc hardware, phone system, Develop policies, POS, power supply, python, routers, scheduling, TCP/IP, technical support, desktop support, telecom, tops, trouble shooting, upgrades, upgrade, Vista, website design, Web development and design