

INFORMATION TECHNOLOGY CERTIFIED TECHNICIAN

Summary

Over Nineteen years of experience in Information Technology. Information Technology professional with well-developed interpersonal, communication, organizational and presentation skills. Solutions-focused, team oriented Senior Technical Support Analyst with broad-based experience and hands-on skills in the successful implementation of highly effective desktop support operations. A broad understanding of computer hardware and software, including installation, configuration, management, trouble-shooting, and support. Extensive experience with HP products to include Desktop, Laptop, high-end MFP devices and Web JetAdmin. Areas of direct expertise include Project Coordination & Design, In-depth Technical Support, Corporate Desktop Support, Microsoft OS experience including installations-configuration-imaging, migration, and registry editing. Network and Citrix experience. Recommendations listed on Roz Arasmo - Estee Lauder Companies, Inc., Human Resources Administrator. It is with great pleasure do I take this opportunity to write this recommendation on such an extra ordinary individual who is not only an awesome person to know but a wonderful colleague as well. During the almost ten (10) years of knowing Bill, he has not only displayed a great talent within the IT organization at Estee Lauder, but has distributed excellent skills and customer service to everyone throughout the company. He is extremely well thought of from every level of management to Senior management. His dedication and diligent to excellence has proven superior time and time again. When called upon he demonstrates top support in a timely and professional manner not to mention that he completes his tasks thoroughly with accuracy never having to be called back again for the same issue. We have been privileged to have such an awesome professional within our organization.

Lorilee Dickson - Director, Change Management and Communications at Estee Lauder Bill is a diligent and hard-working professional with excellent customer service skills and exceptional knowledge of the IT industry. Each time I requested support, he was quick to respond and completed each request completely and with urgency. His thorough approach and attention to detail are an added bonus to the computer support he provides on a regular basis.

Skills

years' experience) Security+ (Intermediate, 12 years' experience) Customer Service (Expert, 20+ years' experience) Networking (Intermediate, 10 years' experience) Internet Explorer Symantec Antivirus (Intermediate, 9 years' experience) Windows 7 (Intermediate, 2 years' experience) Series 7 (Beginner, 20+ years' experience) XP (Advanced, 6 years' experience) DOS (Intermediate, 20+ years' experience) Windows 8.1 (3 years' experience), IP Mac OS (Beginner, 2 years' experience) iPhone (Intermediate, 2 years' experience) iPad (Intermediate, 2 years' experience) User Interface Writing (Intermediate, 12 years' experience) Troubleshooting (Advanced, 20+ years' experience), IT Operations (Intermediate, 8 years' experience)

Accomplishments

- Jose Miguel Morales - VP Security Engineering January 24, 2003 To Whom It May Concern, The intent of this letter is to express my professional regards for Mr.
- William Hale.
- I have known Mr.
- Hale for over a year in academic milieu.
- During this period I have had the pleasure of being associated with one of the finest people that anyone could ever come in contact with.
- William's technical and professional prowess has accorded him the highest regards from his peers.
- He has a thorough understanding of the job requirements and how to accomplish corporate goals without sacrificing individual creativity.
- William is not only a success in his career, but is always interested in the betterment of his fellow man.
- I have observed him many times in the process of accomplishing things that truly are representative of a person with a strong family and moral convictions.
- William is a man that can wear many hats, and his humbleness allows him to be a good server, and at times adapt to the position of a leader.
- I am deeply impressed by Mr.
- Hale and recommend him unhesitatingly.
- I am confident that, if selected for your vacancy, he would provide the same high level of service and commitment.
- Sincerely Yours, Jose' M.
- Morales [Electronic Signature] Jose Miguel Morales, VP Security Engineering <http://www.semperfiglobal.com>.

Experience

Information Technology Certified Technician 03/2010 - Current Company Name

- Desktop support, software/hardware installations and configurations for Manhattan area.

Senior Technical Support Technician 01/2006 - 01/2011 Company Name

Senior Desktop Support Analyst

- responsible for software & hardware assets for company.
- Dedicated technician to 500+ end users.
- Senior Technician for SAP Project 2006-2010.

Education and Training

2017 Computer Career College - MCSE, CNA, A+, CNA, Information Technology : City University of New York - CIS - Computer and Information Systems Security / Information Assurance Computer and Information Systems Security / Information Assurance

1987 Rollins College - Finance Finance

1962 Certifications MCSE, MCP, CNA, Comptia A+, A+Network, A+ Security, HIPPA, Series 7,63,24 Microsoft, Comptia, Novell, SEC Series 7,63,24 : Hofstra College - Business Administration Business Administration

Certifications

Technical Support (Advanced, 20+ years' experience) Training (Advanced, 15 years' experience) Microsoft Office (Advanced, 11 years' experience) Hardware Support (Advanced, 20+ years' experience) Hardware Diagnostics (Advanced, 20+ years' experience) Hardware Installation (Advanced, 20+ years' experience) Software Documentation (Advanced, 10 years' experience) Enterprise Software Organization (Intermediate) CompTIA A+ Certification (Advanced, 12

Skills

A+, A+ Certification, Antivirus, CNA, Hardware, Hardware Installation, Customer Service, DOS, Hardware Support, Information Technology, Internet Explorer, IP, Mac OS, MCP, MCSE, Microsoft Office, Windows 7, Windows 8.1, Enterprise, Network, Networking, Novell, SAP, Software Documentation, Symantec, Desktop support, Technical Support, Technician, Troubleshooting, User Interface