

LEAD INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Work History

Company Name

Company Name

Skills

Applications: MS Office Suite 2000-2016, O365, GroupWise, HEAT Call Logging, Crystal Reports, T3 VoiceMail, NetMotion, Novell iManager, Active Directory Client/Server: Heatweb-fs
Platforms: Windows 2000/XP/7/8/10, UNIX, DOS

Experience

03/2016 to Current

Lead Information Technology Support Specialist Company Name - City , State

- Perform lead worker functions including assigning, coordinating and reviewing daily work of staff, training other employees and act as a resource to other staff.
- Perform help desk systems administration; develop and document procedures.
- Coordinate with technical support team, management, and users to define user needs for new or improved systems; coordinate software deployments and PC replacements; manage hardware and software inventories.
- All duties as listed below.

04/2007 to 03/2016

Information Technology Support Specialist Company Name - City , State

- Identify, troubleshoot, install, program, configure, upgrade, analyze and maintain various computer and network peripherals including mobile data computing devices.
- Determine appropriate course of action and conduct repairs, modifications, procurement, and replacement of internal peripherals as needed.
- Install, configure, and support enterprise class, SQL compliant database software.
- Document the procedures for other support personnel to use as reference material to assist in the support of these systems.
- Exceptional ability to work with a very demanding group of users in providing timely support in person, over the phone, or in remote desktop sessions.
- Known for approachability, diplomacy and patience in dealing with frustrated users.
- Excellent problem-solving skills relating to Access, Excel, or Word questions.
- Create macros, research complex inquiries, and find solutions to users' issues.
- Monitor and maintain back-up systems and server health including Heatweb-fs.
- Collaborate with team members and vendors, to develop strategies for hardware and software solutions.
- Key Achievements: Designed and developed training material, then conducted training classes to assist internal end users in the proper use and procedures of City software applications and computer systems.
- Reduced by half the equipment inventory process time by researching and recommending new hand-held scanners then customizing the Inventory Worksheet in HEAT to autofill the form.
- Increased efficiency and communication within IT department by redesigning and automating tasks in several of the HEAT Call Logging screens.
- Created document for new employees to help them navigate the City's technology, everything from how to access their email, how to use their desk phones, to explaining policies and procedures for printing, scanning, and end of day procedures.

08/2004 to 03/2007

End User Support Specialist Company Name - City , State

- Ensure customer satisfaction by responding to calls to the help desk.
- Logs all customer questions and problems and tracks the same through to resolution.
- Field over 20,800 calls from user community per year.
- Analyze each call for problem symptoms then determine problem resolution.
- Coordinate planning, development, and teaching of software, including time frame for deliverables.

- Designed and created class evaluation database for the purposes of certificate recognition.
- Generate and analyze statistical data from HEAT call ticket database.
- Maintain and update call tracking software.
- Create and update knowledgebase.
- Provide software training to all employees of the District through web pages, training classes, correspondence, or one-on-one assistance.
- Conducted 34 software classes over the last year-and-a-half, with a 98% approval rating.
- Provide software installation, repair, and support to approximately 2,800 employees including the administration compound and district laptop users.
- Set up new district laptops to district standards.

08/2002 to 05/2004

Instructional Support Specialist Company Name - City , State

- Provided administrative/secretarial support to all full- and part-time instructors in the Business Computer Information Systems Department.
- Worked cooperatively with Department Chair and all other faculty of the Business Education Department located on the Main Campus, Chico Center, Orland, Paradise, and Glenn County.
- Recommended modifications or improvements for methods, procedures, techniques, and equipment required for the Business Education Degree programs and computer labs resulting in time and cost savings for the department.
- Designed and maintained database of 8 years of graduating students following their degree programs and certificates.
- Provided effective instruction and tutoring to a widely diverse group of students in the following career programs: Microsoft Office (Word, Excel, Access, PowerPoint and Publisher), Computer Applications, Office Assistant, Medical Front Office Assistant, Legal Office Assistant, Desktop Publishing; and Medical Transcription for Certification.
- Collaborated with the technical support team to recommend new hardware and software to improve the performance of the computers.
- Maintained and updated Butte College, Business Education Website.
- Provided desktop publishing design work including creation of flyers, brochures, news releases, and newspaper ads outlining special events and course offerings.
- Assist Enterprise Networks department by installing lab computer systems (4 labs - 125 systems, 80 new systems), validating lab system images every semester, troubleshooting user hardware and software issues, hardware repair, memory upgrades, software installs, OS and software patch installation, and OS upgrades.

02/2002 to 05/2002

Instructional Support Asst I Company Name - City , State

- Instructed and tutored Corporate Information Technology students in the basics of: Database design: including ERD diagrams, data dictionaries, using all functions of Microsoft Access.
- SAP R/3: enterprise wide functionality, materials requirement planning (MRP) functionality and to create a personnel file for a new employee.
- HTML web design: create two inter-related web pages in HTML, upload a database to the web server, connect web pages to the database, and pull information from the database to display in the pages.
- Implemented and documented lab policies and procedures.
- Lead Documentation Team in the designing, developing and delivering of a computerized training solution for the Center for Economic Development.
- Worked jointly with seven other team leaders.
- Managed a six-person team.
- Wrote documentation guidelines.
- Produced the User Guide and Online Help for the users of the new software.

06/1994 to 05/1997

Computer Systems Manager Company Name - City , State

- Database Manager and Desktop Publisher Managed and maintained customized church database with 6000+ entries including membership, attendance, and contribution modules.
- Produced tailored reports for administrator using data analysis and manipulation techniques.
- Analyzed and produced visualized reports of abstract data.

- Trained others to manipulate the database for creating custom reports for their departments.
- Served as network administrator.
- Diagnosed and implemented solutions for routine hardware issues.
- Edited weekly publications including the Lantern Newsletter.
- Prepared special publication projects.

Education and Training

May, 2002

B.S : Business Administration, Management Information Systems California State University - City Business Administration, Management Information Systems Cum Laude

December, 2008

Microsoft Word XP Certification, Microsoft Office Specialist Program May, 2003 Crystal Certification of Crystal Reports Design 9.0 April, 2005 New Horizons Course: OLL - Developing MS ASP .NET Web Applications Using Visual Studio October, 2007 Novell Certificate in Implementing Novell Open Enterprise Server 2 for Linux

Graduate Certificate in Corporate Education August, 2009 Pearson VUE Certified Test Administrator May, 2010 Siemon Certification in Design Principles and Installation Practices December, 2011 FrontRange HEAT Administration I November, 2013 FrontRange HEAT Administration II February, 2014 Dell Certification for Online Self Dispatch for Desktops and Notebooks June, 2015

Activities and Honors

Driven Information Technology Professional with broad technical skill set. Known for ability to multi-task and juggle multiple projects simultaneously, meeting all deadlines. Excels in customer support, training, and documentation. Most noted for customer service and teamwork expertise. Thrives in environments that continually embraces new technologies.

Skills

ASP .NET, Client/Server, Crystal Reports, data analysis, Database design, database software, Desktop Publishing, Desktop Publisher, equipment inventory, special events, Front Office, help desk, HTML web design, in Design, instruction, Linux, Logging, macros, Publisher, network administrator, Newsletter, procurement, repairs, SAP R/3, software installation, SQL, systems administration, technical support, training material, tutoring, UNIX, Visual Studio, Web Applications, web server