LeNell Gray

Hewlett Packard Printer Logistics Technician for Ohio Health - Konica Minolta Business Solutions U.S.A., INC

Columbus, OH - Email me on Indeed: indeed.com/r/LeNell-Gray/489c5603a7293478

Experienced IT System Administration professional with significant years of relevant experience in data storage facility support, technical support, server administration, and systems maintenance. Detail-oriented individual who exemplifies professionalism, and an ability to manage multiple projects and tasks at any given moment, with focus on Enterprise level storage devices, maintenance, execution and effective equipment integration, while providing high-quality support to a modern Disaster Recovery Station. I pride myself in being a person that possesses leadership qualities earned in the private sector as well as with the US Army medical division with a focus on the ability to work with and manage people from varying backgrounds, while promoting team values. Driven partner, eager for professional growth, increased responsibility, and the opportunity to leverage extensive technical knowledge and inter-personal skills - along with the lessons from distinguished military service - within the performance-based work culture of a growing organization.

WORK EXPERIENCE

Hewlett Packard Printer Logistics Technician for Ohio Health

Konica Minolta Business Solutions U.S.A., INC - Columbus, OH - February 2012 to Present

Columbus, OH) Feb 2012 to Present
Hewlett Packard Printer Logistics Technician for Ohio Health
• Service provider for client supply and client requested printer material management.
• Operating between Ohio Health Network Hospitals and Health Care management facilities in outlying areas for the
OhioHealth Network.
• Achieved Konica Minolta Top Tech Award for Top Team Performance after only one month.
• Self managed field service toner technician for Hewlett Packard printers.

Management, Sales Agent and Dispatcher

GrayFox Transport LLC - Columbus, OH - 2011 to 2012

Manager of dump truck service providing asphalt and concrete delivery for local commercial enterprises.
• Logistician and HR management specialist with emphasis on expert Customer relations and Client satisfaction delivery.
• Consultant, business system development and protocol.

Migration Support Consultant

Great Northern Consulting Services - Columbus, OH - April 2011 to April 2011

Performed Migration of complete Server Room facility for Delta Energy from old to new facility, Dublin, Ohio.
• Implemented design of topography during migration of servers of various types, and aided in migration of operating systems.
• Provide cabling, wiring and installations of various Enterprise level servers, switches and routers.

Server Room Operations Manager / SAP Jr. Systems Administrator

Great Northern Consulting Services - Columbus, OH - 1998 to 2009

Storage Support and Data Protection

• Delivered high end technical support for various backup systems and technologies, including Sun Microsystems Enterprise platforms, Hitachi disk systems, Storage Tek robotic libraries, EMC data storage and retrieval, HP disk arrays, and IBM storage systems within a modern server room environment, utilizing UNIX NetBackup protocols and routines.

• Provided leadership to the implementation, maintenance, and support of various network infrastructure architectures

• Constructed and maintained Cisco and Brocade switch topographies utilizing Ethernet copper and fiber-optic cabling platforms

• Managed the disaster recovery systems server room on an independent basis, while performing general server platform maintenance, troubleshooting, and repair as needed, with a specific focus on Storage and Data Protection.

• Coordinated the design and implementation of electrical grids and advanced circuitry for modern server room environment

• Oversaw all system utilization for users on a global scale, minimizing disruptions while maximizing performance

• I have performed numerous high level migrations of complete server room platforms, operating systems and all LAN cabling including CAT5e and Fiber optic topographies for ten years. Oversaw and managed migrations of servers, UNIX operating systems, and OS/2 systems and provided dependency mapping.

• Utilized EMC Corporation servers for Cloud Computing, Storage and Recovery services including archiving and retrieval, Enterprise Level content management for Data Recovery instances. (My office is the Disaster Recovery location for Owens Corning Worldwide) I manage this location single handedly and provide 24/7 on call service with strict dependability.

• Oversee, perform and manage yearly Production Migration to my Disaster Recovery Site for ten years running for testing of Production capability. No stoppage or major errors ever occurred.

• SVC infrastructure utilizing Solaris OS. Sun Microsystems V series, IBM DS8000 Tape Array.

Field Service Engineer
Hewlett Packard - Columbus, OH - 1996 to 1998

Served as member of two-person office to provide field service engineering, preventative maintenance, and full repair services to HP medical diagnostic ultrasound machines and related equipment

• Executed critical support and repair in numerous and varying hospital environments

• Held responsibility for client service across central and northeastern Ohio as well as West Virginia, maintaining quality customer support against defined benchmarks, goals, and related objectives

Service Engineering Call Scheduler Manager
Technical Service Field Engineers in Central Ohio - 1994 to 1996

Assigned and maintained customer service schedules for upwards of 30 Technical Service Field Engineers in Central Ohio and entire state of West Virginia

• Created and implemented viable customer service procedures and techniques, and scheduled configuration techniques that were later adopted and utilized in Japan and Great Britain.

• Acted as a trainer for personnel to facilitate - educated them on successful techniques for future use by Hewlett Packard engineers and staff.

EDUCATION

B.A. in English
Ohio State University - Columbus, OH
2010

Master of English Language in technical aspects of internet technology for the layperson
Promoted to Officer Candidate School
1979 to 1985

Medicine and Trauma Care
US Army Academy of Health Sciences   -   San Antonio, TX
1979