Reginald T. Brown

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**OBJECTIVE**

Obtain a position, which will utilize my IT expertise in System hardware and software installation, administration, migration, networking, and repair in addition to prior experience in business management.

**QUALIFICATIONS**

Over 20 years of experience in trouble shooting and technical support to businesses and personal computer users as an IT Specialist. Able to plan and implement Enterprise solutions for small, medium, and large businesses independently, as a project manager, team lead or as part of a team. I have advance knowledge of a variety of specialized and COTS software applications and hardware devices for business and individual use. I have worked independently, as a team member, lead, and analyst

***Technical Skills***

**Software**: Windows 95/2000/XP/Vista/7/8; Windows NT/2000/2003/2008 Server; MS Active Directory; Windows POS\_Ready; MS Exchange 5.5/2000/2003; OS X; MS Outlook 95/2000/XP/2003/2007/1010/2013; Microsoft Mail; Entourage; Groupwise; Lotus Notes; MSSQL 7.0/2000; MS Office 98/2000/XP/2003/2007/2010/2013 (Office includes Outlook, Word, Excel, Access, and Powerpoint); Hummingbird DM/Powerdocs/Docsopen; MS IIS; Internet Explorer; Netscape; Firefox; Safari; MS terminal server; MS Remote Desktop; SCCM; Remote Assistant; Dameware; Pc Anywhere; Trend Micro; McAfee; PC Cillin; AVG; Avast; Sheild Deluxe; CA Symantec/NAV corp.ed; Trend micro; Veritas Backup Exec; Net Vault; Blackberry exch ed; Juris; Timeslips; Quickbooks; Peachtree; Point, Genesis; Empower Mortgage application; Loan Soft; ADP; Citrix Metaframe; Dameware; Bomgar; SMS Tivoli; VNC; Symantec Ghost/Backup/System Recovery; Acronis; Drop Box; Isys; R Drive Image; WinInstall; True Image; Wise Package Studio, Crystal Reports; Remedy 7.0, Footprints, CHIP, Peregrine, HP Openview; EndNote; Vonage, Ooma; Android (Honey Comb, Ice Cream sandwich, Jelly Bean, Kit Kat); IOS (4.0, 5.0, 6.0,7.0); Windows Phone/Mobile (Windows Phone 7/8); Palm; Blackberry (3.6, 4.0, 5.0, 6.0, 7.0, 7.6) ; large assortment of utility and other COTS programs.

**Hardware**: Desktops/Workstations (Dell, HP, IBM, Lenovo, Apple); Servers (Dell, EMC, IBM HP, Sun); Notebooks (Dell, HP, Lenovo, Apple, Toshiba, Asus, Samsung, Panasonic, Sony, Acer); Routers/Switches(Cisco, Linksys, Cradle Point, D Link, Belkin, Netgear, Intellinet, Jaton, SMC, Tripp Lite, Siemens, ZyXel, HP, etc…) Firewalls (Sonic, Cisco, Juniper, Netgear); WIFI/Bluetooth (Linksys, Windstream, Cisco, AT&T, LG, etc…); SAN/NAS/Backup devices (NetApp, EMC, HP, Dell, Seagate, Western Digital, Iomega); Smartphones/ PDA’s (iPhone, Samsung, HTC, Motorola, Blackberry, Nokia, LG, Etc…); Printers/Scanners (Xerox, HP, Canon, Brother, Lexmark, Epson, Panasonic, Sharp, Toshiba, Dell, etc…); VOIP Phones (Avaya, Cisco, Polycom, Ooma, RCA, AT&T, etc…); Monitors/TV (Samsung, LG, Dell, Panasonic, Sony, HP, Vizio, ELO, Viewsonic, JVC, Acer, Hanns G, Seiki, Sceptre, Westinghouse, etc…).

**Certifications**

A+, Network+, and MCP certifications, Public Trust Clearance until 2/24/2021

**Job History**

**PWR-ON INC, Raleigh, NC** **July 2008- Present** (Contractor/Analyst)

Contracted (Corp to Corp, 1099, and W2) to temporary agencies and companies such as: Verizon, IBM/Lenovo, Ettain, EDS, Essintial, Delta Computer group, USPS, HP, NSI, Alphanumeric, HCL, Saberex and Telaid, NCR, Toshiba. Provided IT support locally and remotely to large and small businesses (chemical, retail, law firms, accounting firms, banks, mortgage companies, restaurants, insurance, educational, and medical). Consistently performed short assignments in datacenters (Rack and stack, Parts repair and swap, de-install and relocation), POS (Stores, Restaurants, and, Offices), and OS/Application migrations and upgrades.

**Here are some of my notable contract projects:**

* **Verizon Business / Essintial, , Desktop Support Specialist / Lead Migration Tech** **October 2012** - Present, Contracted to perform the dual roles as lead tech on PC and OS migration/refresh projects and3rd level support technician. Responsible for the imaging, data transfer, installing, maintaining and troubleshooting all computer hardware and software within the Verizon Business facility. Work is performed in the lab, directly with employees at their location and remotely. I answer and resolved the technical issues of all end users. Performed software and hardware repairs, installations, migrations, and imaging. After consulting with end users, offered recommendations regarding hardware and software upgrades.
* **USPS-HP / Northwest Software, INC, February 2016 – June 2016**, Contracted as a Remote POS Deployment Support Tech help implement Enterprise wide conversion processes. The position requires testing automated scripts and automated software conversion processes for distributed software deployment to Point of Sale terminals. Develop and test multiple end user scenarios. Provide end user phone support and troubleshoot deployment conversion issues quickly. Develop and document processes and procedures. Microsoft's Active Directory, Windows POS\_Ready operating system and security patch management. Scripting processes to automate tools and utilities to developing efficient conversion processes. Deploy to Enterprise distributed systems. Software packaging, developing and supporting images. Troubleshooting, identifying, analyzing, and solving problems at customer sites for POS hardware, software, and telecommunication related issues. Test a process to monitor and report on the progress of terminal conversions.   
  Knowledge of Escher software or other Retail System software. Customer service skills. Public Trust Clearance until 2/24/
* **Saint Gobain / Fujitsu, Desktop Support Specialist** **July 2014 – July 2015**, Supply Desktop support to all employees located at Saint Gobain-Certainteed’s Roxboro Plant location. Duties include install and support of software and hardware, printer support, and the troubleshooting of network issues.
* **NGIT/ Delta Education, December 2014 – January 2015**, Re-image, install, and setup new and old PC’s and software at Miller Motte college locations in Raleigh and Fayetteville. Responsible for OS install, adding to the domain, software installation, installing printers, and, troubleshooting issues.
* **RTI International/XMS Solutions**, **September 2014 – December 2014**, Assigned to the company as a Migration Tech/ Help Desk Analyst to assist in their Migration project. Responsible for supporting the client as they migrate their domain user accounts, PC’s, and servers to a new domain. Assist users with any issues after the migration received by phone or ticket. Resolve users issue through connecting remotely, direct desktop support, phone, or email.
* **Intel/Saberex, 2012 -2013 Lead OSV Tech**, Contracted as an OSV Tech to run pass/fail test on EMC/Dell server mainboards and other components for a server production client. Required to install and un-install mainboards, modules, and other parts in server chassis, Generate weekly reports detailing OSV results using data collection tool will be provided by Customer. Also submited a high level summary each month.
* **Department of Agriculture (USDA/APHIS), 2012**,Perform Helpdesk duties as an Operator I and Operator II Tech and provide telephone technical support to USDA employees located throughout the US. Provide technical support for Lotus Notes, Windows 7, Microsoft Office, Outlook, Web applications and many other lines of business and 3rd party utilities. Also routed tickets to the appropriate department for 2nd and 3rd level support using Remedy 7.6 when applicable.
* **Dell (Unisys),** Assisted Dell as a Tech on a multiple Server Install/Repair/troubleshoot project at a Microsoft Data Center in Boydton, Va.
* **PNC, 2012**, Participated in the RBC to PNC conversion project as a field tech. Responsible for the validation and installation of PC and IP phones as well as the cutover process (testing of PC’s , phones and printers) on the conversion date.
* **Verizon Business, 2011-2012**,3rd level support technician responsible for installing, maintaining and troubleshooting all computer hardware and software within the Verizon Business facility. Worked in both a lab and face to face with employees, answered and resolved the technical issues of all end users. Responsible for software and hardware repairs, installations, migrations, and imaging. After consulting with end users, offered recommendations regarding hardware and software upgrades.
* **Duke Clinical research Institute 2011**, Service Desk/Systems Specialist responsible for providing telephone and remote technical support at the DCRI Service Desk for 1500 users. Provide telephone and remote technical support Citrix Metaframe, Lotus Notes, MS Windows 7 and XP, Vista, Windows 7 Operating Systems, Microsoft Office and many other lines of business and 3rd party utilities. Provide telephone and remote technical support in addition to support for various types of malware and security issues.
* **Field Solutions, Field Nation, Workmarket** **2010-2011**, Contracted to do projects for NCR, Fujitsu, Dell, HP, Essential, Techs in A Sec, TechForce, WorldLink, Wal-Mart, JC Penney, UPS Store, Vonage and many more. Performed the software pre-staging of ATM machines, POS De-installs/Installs/Setup, Server installations/upgrades, PC repair, Virus removal, VOIP setup, Printer/Peripheral installation and troubleshooting, and PC/Network Setup. “Preferred Tech” status with all of these firms with a 99% satisfaction rating.
* **Fox Film Entertainment** **2009-2011**, Supplied Level I and Level II Helpdesk and desktop support for Corporation with offices worldwide. Troubleshoot, repair, install, and give how to instructions on a wide array of software applications through remote applications. Also responsible for documentation, issue incident reporting and network administration duties. The application supported or used are Microsoft Windows (98 – W7), MAC OS 10.6, Microsoft Office (95 – 2010), Entourage, Microsoft Outlook (95 – 2007), Microsoft Active Directory, SMS, VNC, Tivoli, Terminal Services, Citrix, Remedy, Peregrine, Aspect, Symantec Antivirus, HP security, HP printer software, Adobe Products, OTC software, and many other 3rd party software and utilities. The some of the hardware types supported in this position are: Pc’s, MAC’s, Blackberry’s, IPhones, Laptops, Printers and local switches/hubs.
* **Duke Clinical Research Institute (DCRI)** – **October** **2010**, Microsoft Office Migration project contracted to support users in their transition from Office 2003/07 to Office 2010. Duties were: Helpdesk, Deskside support, and installation.
* **Blue Cross Blue Shield of NC (BCBSNC)** – **June 2010**, Microsoft Outlook Migration Project Contracted to support users in their transition from GroupWise to Outlook 2007. Duties were: Helpdesk, Deskside support, and installation.
* **EDS Lead Tech** **2008 – 2009**, PC/Server/Router Migration project

Contracted and sent to a client’s facilities around the country as the team lead to replace old pc’s, laptops, monitors, servers, and switches with new devices. In charge of the distribution, data transfers, migrations, installations, helpdesk, and old systems decommission.

**October 2005 –April 2008, RBC-Centura Senior Support Analyst/Senior Application Administrator,** contracted to performed Administrative duties and tech support for the Empower Mortgage application during its Pilot/ Pre-production stage at RBC. Supplied 2nd and 3rd level helpdesk support to users for various applications used in the Banking industry. Create scripts for installation and management of applications. Worked with end users and IT support groups as an intermediary to expedite the solution of support issue. Assist in the installation, administration, and support of RBC's new mortgage application Empower to both production and back office users. IBM 2005, Remote Tech Support Help Desk

**August 2005 -October 2005, IBM Juniper Helpdesk Support Tech**, I was contracted to support users via the helpdesk the Juniper VPN/firewall hardware product called Netscreen. Assisted customers with the installation, configuration, and troubleshooting of VPN’s created with the Netscreen device.

**October 2004 -August 2005, SunTrust Bank IT Tech Router/Switch/Server installer**

Contracted to Install, remove, upgrade, configure, test and troubleshoot routers, switches, servers, and printers/marknets in bank branches as part of Central Carolina Bank’s conversion to SunTrust Bank.

**October 2004- June 2008, Owner, American Computer, Raleigh, NC** Operated a retail/wholesale consumer electronics business and provide IT and PC repair to homeowners and small businesses. Along with installing and repairing PC, Laptops, Servers, and peripheral devices, installed wired and wireless networks for small businesses and homes. Diagnosed, performed troubleshooting, and resolved Microsoft Operating systems issues as well as many other applications and utilities. Sold consumer electronics products locally as well as online.

**January 2000 – October 2004 IT MGR, Hutchison & Mason, PLLC, Raleigh, NC**

Manage the daily operation of the law firms’ computer and network infrastructure. Served as the network administrator, tech support, help desk, security, projects environment. Purchased, installed, and upgraded hardware and software. Conducted project planning and progress meetings and Created yearly budget request. Installed all software on both user and administrator levels. Designed, maintained, supported, upgraded, data migrations, performed and restored backups using Veritas Backup Exec for Windows/Servers (versions 8.0 – 10) for the backup of critical files and folders located throughout the network, critical server information (system states) for all servers, and data/logs for Exchange and SQL servers. HP/Compaq, Dell, and Adic devices were used with DAT, DLT and LTO tapes and Libraries. Also used a Network Appliance, Net APP FILER (for SQL , Exchange, and critical files) and Saf-T-Net (remote internet backup for critical files) for backup redundancy. Developed recovery plans using Veritas, Saf-T-Net and Network Appliance as part of the firm’s overall Disaster recovery plan. Administered all users’ rights, exchange mail boxes and adding and deleting of users. Installed, supported, and upgraded all enterprise software \*Hummingbird Docs open/powerdocs/DM, Symantec Antivirus Corp. Edition, MS Exchange, SQL, ADP (payroll), Timeslips(time/billing/acct), Juris (time/billing/acct), Blackberry Exch. Ed., Terminal Server, and Citrix Metaframe. This was a Microsoft environment so the following applications were used and supported by me: Windows 98/2000/NT/XP/2003 server, MS Office 98/2000/XP/2003 (Office includes Outlook, Word, Excel, Access, and Powerpoint), MS SQL, and MS Internet Explorer

**1999 - 2000 PC Tech /Trouble Shooter, Computer Technologies, Raleigh, NC**

Responsible for diagnosing, repairing and upgrading most major name brand PC's for Techforce, a national warranty and service provider for retail stores such as: Best Buys and Comp USA.

**1995 - 2000 Owner/Operator of American Computer Electronics, Raleigh, NC**

Responsible for the overall operations including advertising, sales, purchasing accounting and customer service. Provide technical support to customers. Repair and upgrade systems to ensure that computers are working properly and are Y2K compliant..

**EDUCATION**

HS Diploma, Lexington Senior High School, Lexington, NC

Business Management, North Carolina Central University, Durham, NC