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Daryle Walters

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| Objective |  | Seeking to further my career in the Information Technology field and gain a better understanding of systems, architectures, and environments. I expect to be an integral part of a team and to be able to showcase my leadership and management skills to help improve morale and advance the ideas of technology in a business environment. I am a go-getter and fast learner who believes you do everything possible to solve issues. I am always looking to better myself and not be content with life in general. I take my faith, values, and morals and apply them to all aspects of my life. I want continue to grow in my life and my profession and never stop learning. |
| Skills & Abilities |  | Windows XP/Vista/7/8, Active Directory, Altiris Console, Track-It Ticketing Software,Remote Support (VNC and RDP), MS Office (2010, 2013, 365), LAN/WAN, Networking,Imaging, Desktop support, Troubleshooting, Hardware Replacement, Problem solving, Project Lead - Office 365 Deployment, Altiris Packaging and Deployment, Fusion Center |
| Experience |  | PC Specialist – Arizona Department of Public Safety June 2013 - Present  Technical support of state-wide end-users on desktops and mobile workstations. Spearheaded deployment of Office 365. Configured PC’s per department specific requirements. Imaged computers using Ghost and MDT. Managed user accounts via Active Directory. In charge of IT resources for a multi-agency fusion center involving Criminal Investigations. Resolved work orders assigned via Track-It ticketing system based on priority and in a timely manner. Installed hardware components as either repair or add on installations. Implemented managed software deployment system (Altiris). Assisted LAN/WAN team with network issues and being on-site for AzNet network conversion. Lead various projects through completion including windows 7 upgrades and deployment, changing IP schema throughout the Department, and collapsing and merging domains. Criminal record specialist – Arizona department of public safety November 2011 – June 2013  Handled large volumes of criminal records and reports that would be entered into a mainframe system. Performed skilled data entry and file searches. Dealt with high priority retrieval of archived criminal justice reports. Ran queries in the database to assist customers in locating reports needed for various court cases. Processed large volumes of requests from attorneys and other agencies needing records. Received payments for records and would balance register with requests for accuracy. Trained new employees in procedures based on supervisor recommendation. Performed managerial duties as acting manager when needed. night auditor – hotel tempe August 2010 – August 2011 Worked overnight shift and was in charge of balancing all the daily transactions and submitting financial reports. Verified that each employee recorded transactions, determined which rooms needed to be priority for cleaning, maintenance, and any unfit rooms to be closed off. Created pivot table system to better manage occupied and available rooms. Helped deploy a new hotel booking system and worked with outside vendor to explain our needs in order to customize system. Helped train other employees on the duties of the night shift front desk and handled any guest issues or requests while on shift.it intern – mtd products October 2009 – April 2010  6 month internship as part of school curriculum. Worked in a 3 person team as only IT personnel in state of Arizona. Tasked with assisting over 1000 users and troubleshooting issues that would arise. Installed new switches in server room and across IDF’s in the department. Configured user PC’s through imaging utilizing Ghost and ImageX. Determined what old hardware was still capable of handling daily tasks and determined value of equipment to be sold or disposed of. Tasked with creating Visio diagrams of all servers and IDF’s through company in Arizona. |
| Education |  | university of advancing technology – tempe, az – B.S. Network security Focused degree towards PC support, IT Management, and Computer forensics |
| Training |  | Courses taken for A+ and ITIL Certifications |
| awards |  | Director Unit Citation Award – Arizona Dept. of Public Safety |
| References |  | david sipos Customer Information Center Supervisor – Arizona Dept. of Public Safety  602-570-0999 Teresa Fuentes Administrative Service Manager – Arizona Dept. of Public Safety  623-698-4861 Gary Kennedy IT Manager – ACTIC Fusion Center  602-819-9362 Donna contreras Administrative Supervisor (Ret.) – Arizona Dept. of Public Safety  602-510-9861 |
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