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Cameron Z. Wilson

Objective: To obtain a position within an IT Department where my skills and experience will contribute to the IT department and company as well as its customers.

Skills:

ADUC	Windows XP / 7 / 10
Linux	Windows Server (2003, 2008 R2)
Hyper-V, App-V	Exchange Management Console
VPN	EMR (PrimeSuite, OHM Web)
Microsoft Office Suite (2007, 2010, 2013)	Knowledge of ITIL Standards
Citrix Management Console	Citrix XenApp
LAN/WAN Configuration and Support	Printers, Faxes, Telephony
WAP's, Routers (Cisco, Adtran)	Switches (Managed/Unmanaged)
JavaScript / jQuery / HTML / CSS	Knowledge Centered Service
Agile / Scrum / LEAN	ServiceNow Administration

Remote Administration (RAdmin, UltraVNC, RDP, DameWare, GTA)
Helpdesk support (Track-IT, Tech Excel, ServiceNow, SolarWinds Web Help Desk, Remedy, FootPrints)

Education: 07/2019-Present   Vanderbilt University   Nashville, TN
Coding Boot Camp
09/2004-03/2006   High Tech Institute   Nashville, TN
Computer Networking & Information Technology, A.A.S.

Experience: 01/2019-Present   Premise Health   Franklin / Brentwood, TN
Sr. Analyst, IT Service Management
- Lead Analyst on ITSMO team that provides insight, training and advice to other members of team
- Evaluate, improve and streamline IT Processes
- Administer the ServiceNow Application and ensure stability and troubleshoot any issues
- Work with other teams to integrate 3rd party applications with ServiceNow via API and REST
- Responsible for the cloning and upgrading of all ServiceNow instances (DEV/TEST/PROD)
- Customize and Develop in the ServiceNow Application to meet business requirements and needs
- Work with other IT and Business teams to evaluate workflows and move them into ServiceNow if it makes sense and get them out of spreadsheets and email driven work
- Change Management and Knowledge Management Process Owner

04/2017-01/2019   Premise Health   Franklin / Brentwood, TN
Analyst, IT Service Management
- Evaluate, improve and streamline IT Processes
- Administer the ServiceNow Application and ensure stability and troubleshoot any issues
- Responsible for the cloning and upgrading of all ServiceNow instances (DEV/TEST/PROD)
- Customize and Develop in the ServiceNow Application to meet business requirements and needs
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- Change Management and Knowledge Management Process Owner

10/2015-   Premise Health   Franklin / Brentwood, TN

Desktop Support Supervisor

- Act on all personnel management related tasks for the staff of the Tier 2 Desktop Engineering team
- Continually evaluate and balance the workload across the Tier 2 Desktop Engineering team
- Monitor Incidents for actionable items, recurring themes, and/or problem customer sites
- Review active open incidents for appropriate levels of communication to the customer
- Updated staff's Knowledge Base based on feedback from departments and trained staff accordingly
- Refine and implement modifications to the relevant department processes as a Process Manager for Incident Management and a Process Owner for Major Incident Management while contributing to the CSI of those processes
- Conducted training on the processes and procedures of the Incident and Major Incident Management process
- Take lead in Priority 1 & 2 Incidents for proper escalation and assignment of Incident Coordinators per the Major Incident Management Process

04/2015-10/2015   Premise Health   Franklin / Brentwood, TN

Tier II Desktop Engineer

- Provide 2nd level support (Hardware and Software) to the Franklin and Brentwood Corporate office as well as the Employer Clinics around the country.
- Incident coordination for P1/P2 level incidents.
- Create Knowledge Base Documentation and AD User accounts.

04/2013-03/2014   Walgreen Co. (TCHS)   Franklin, TN

Support Analyst, Tier II

- Provide 2nd level support (Hardware and Software) to the Franklin Corporate office as well as the Retail and Employer Clinics around the country.
- Master Incident workflow – Discover trends, investigate, engage proper teams.
- Image, troubleshoot and maintain laptops, tablets and desktops.
- User and email account creation.

05/2012-04/2013   Anthem Education Group   Nashville, TN

IT Regional Operations Manager

- Maintain the IT Operations for 10 Campuses
- Provide onsite and remote assistance to 10 campuses.
- Provide dedicated support to the Nashville campus.
- Hire, train, and manage Campus Network Administrators based out of 10 campuses.
- Maintain all IT equipment in the division in regards to Hardware and Software.
- Ensuring an accurate inventory of all company owned equipment in the division.

05/2011-05/2012   Anthem Education Group   Nashville, TN

MIS Lead Network Technician

- Provide dedicated onsite IT support for the Nashville campus
- Provide remote assistance to 8 other campuses and periodic onsite assistance when needed.
- Level 2 Support Technician for the eastern division.

06/2006-05/2011   Anthem Education Group   Nashville, TN

MIS Site Technician

- Provided dedicated onsite IT support and maintained all IT equipment for the Nashville campus as well as remote and periodic onsite assistance to our Memphis campus.

Certifications / Additional Training:

Network + (2006)
ITIL v3 Foundations (2015)
ServiceNow System Administrator (2017)
KCS Principles Training / KCS V6.0 Principles Certified (2018)