

IT Manager/ Project Manager IT Manager/Project Manager 10+ years experience in IT with a main focus on Information Technology management/Network Administration McDonough, GA Authorized to work in the US for any employer Work Experience IT Manager/ Project Manager Call Center Design - West Palm Beach, FL 2017 to 2019 Our company designed and built over 40 call centers between Hollywood, FL and West Palm Beach, FL. I was responsible for Deploying, Managing, and Maintaining all aspects of the companies IT duties including PC desktops, Servers, Software, Switches, Routers & Firewalls, NAS devices, Printers, Fax Machines & Scanners, VOIP Phones (Hard & Soft), PA Speakers, Camera and security systems, Voice & Data Wiring/Termination, etc. Handled purchasing contracts, pick-up, drop-off, and deployment of large batches of computers, monitors, phones, etc. Handled all service calls for maintenance at all the locations we built out. Service calls range from re-installing software, troubleshooting issues, training users in software, setting up a new printer or email account, to switching out bad parts or computers. IT MANAGER/NETWORK ADMINISTRATOR Americom - Fort Lauderdale, FL 2012 to 2016 Managed the IT dept. of a 150 person call center in Fort Lauderdale. Setup and trained all agents on usage of computer systems, email & phone services. Setup and trained users in Microsoft OFFICE, Outlook, Word, Excel, etc as well as numerous other proprietary web sites and programs. Created, deployed, and managed all email and user accounts. Managed on site phone system servers and the system itself. Managed Campaigns and leads in the dialer system. Deployed and managed the router and firewall systems, as well as all anti-virus software. Deployed & Managed all computers, phones, servers, time clocks, projectors, cameras, speakers, printers, faxes, scanners, etc as well as all software on the PCs and servers. Did all in house repairs and maintenance of the servers and computers. Handled Purchasing of new computer equipment and components. Managed purchasing contracts for large office printers, faxes & scanners as well as the refilling and ordering of accompanying supplies. Managed Purchasing contracts and deployment for Internet & Telecom services such as Comcast, AT&T, Verizon, FPL Fibernet, Windstream, and TNCI. With experience in DSL, Cable & Fiber. Managed the setup of 2 sub locations with 50+ employees each, with accompanying PCs, VOIP phones, email and user accounts, printers, etc As well as doing all the

voice and data wiring, camera setup, and biometric timeclocks for the locations. Education High school or equivalent Skills Call Center, Customer Service, CSR, Strategic Planning, Vendor Management, Network Administration, Vmware, Exchange, Excel, IT Management, Active Directory, VoIP, Cisco, Disaster Recovery Assessments Call Center Customer Service Proficient July 2019 Measures a candidate's ability to demonstrate customer service skills in a call center setting. Full results: https://share.indeedassessments.com/share_assignment/xtrklrjbi-jvomla Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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