

IT Support Specialist II IT Support Specialist II IT Support Specialist II - CafePress, Inc Louisville, KY Authorized to work in the US for any employer Work Experience IT Support Specialist II CafePress, Inc - Louisville, KY 2013 to Present Provide courteous, professional software/hardware and network support in production and office environment, in person, via telephone or online. Resolve customer related technical software and hardware problems in accordance with established policies and procedures. Provide Help Desk phone support, desk-side technical support and bench-top diagnosis and repair. Install, configure and maintain various OS environments to include Servers, VMs, and OS software. Remain current with changing IT technology via company sponsored training or through personal education.. Install and configure system components such as disk drives, printers, and other peripherals with attention to detail. Responsible for diagnosing and/or resolving problems in response to customer reported incidents via trouble tickets; escalating problems to higher graded IT Specialist as appropriate. Work with outside vendors on support tickets until issue resolution. Project Manager/ IT Support Metro Restoration Services, Inc - Louisville, KY 2007 to 2009 Marketed company services to insurance agents and claims adjusters.

Managed building restoration projects from estimate to completion. Supported all technology systems and users, as well as tested new software and technologies. Education Bachelor of Science in Business Administration University of Louisville - Louisville, KY 2009 to 2014 United States Air Force United States Air Force Security Police Academy 1990 to 1994 Skills Vmware (4 years), Ms Word (10+ years), Ms Excel (7 years), Active Directory (3 years), Windows Xp (10+ years), Windows 7 (6 years), Windows 8 (4 years), MS Access (2 years), Sophos (2 years), Ms Outlook (5 years), Xactimate (2 years) Additional Information SYSTEMS EXPERIENCE Microsoft: Server 2003/08/12, Active Directory, Word, Excel, Outlook, Access, Visio, SQL Server, Windows VM Ware: Workstation, Vfusion, Vsphere Cisco: UCS, Spiceworks, Manage Engine Service Desk Plus, ADataudit, Sophos E-MAIL: JEPALAZZO@GMAIL.COM 3210 THRUSH RD LOUISVILLE, KY 40213 PHONE (502) 664-2266

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