Info Tech Specialist /Network Administrator Info Tech Specialist /Network Administrator Info Tech Specialist /Network Administrator / Business Analyst Minneapolis, MN Authorized to work in the US for any employer

Work Experience

Info Tech Specialist /Network Administrator
College of Liberal Arts - University of Minnesota - Minneapolis, MN 1996 to October 2014

* Responsible for desktop and network support for College of Liberal Arts departments
* Recruited and hired initial group of nine technicians for newly formed College of Liberal Arts Office of Information Technology (CLA OIT).
* Designed, specified, purchased, installed and administered Colleges first network file server, first web server, and designed and built first data center
* Provided professional consultation for College of Liberal Arts Deans Group and college departments
* Designed and built first College of Liberal Arts undergraduate dedicated computing lab
* Supervise student workers and new employees, provide training to new employees
* Assigned, managed and completed project to wire all College of Liberal Arts buildings for Ethernet

Mainframe Computer Operator
Lab Data Division - Minneapolis, MN 1991 to 1996

* Ensured 24/7 operation of Lab mainframes, Novell and UNIX servers
* Generate daily lab reports for every UMHC patient, backup systems
* Managed Lab Data Help Desk (3rd shift); Sole on-call technician for Laboratories after hours
* Performed upgrades to Novell, UNIX and PC networks

Data Entry - Programmer/ Database Consultant
Department of Surgery - University of Minnesota - Minneapolis, MN 1987 to 1990

* Researched, designed and implemented new data entry methods
* Revised and customized research database; writing custom queries to optimize insurance reimbursement
* Write custom code for data queries in support of research grants and research
* Assisted surgeons with custom data requests in support of patient care and research

Education

BA in German Studies
College of Liberal Arts 2015

Liberal Arts
Bismarck State College - Bismarck, ND 1982 to 1983

Skills

Active Directory (8 years), Windows Server 2008 (10+ years), Microsoft office (10+ years), Oracle (5 years), TCP/IP (10+ years), DNS (10+ years)

Awards

Outstanding Service Award - 2014
2014-06

Outstanding Service Award from University of Minnesota. Fewer than 1% of all employees have been awarded this citation for outstanding and exceptional service and dedication.

Certifications/Licenses

Business Analyst
February 2014 to Present

Latest Business Analyst training and certification from University of

Minnesota, awarded February, 2014. Accreditation through IIBA. ITIL Foundations v. 3 - Information Technology Instrastucture Library February 2012 to Present ITIL Foundations - Information Technology Infrastructure Library version 3 Driver's License Assessments Project Management Skills: Time Management Highly Proficient July 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/q7qgch-sc2wfskzm Technical Support Highly Proficient July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/xmnnevmelnwdr8wk Supervisory Skills: Directing Others Highly Proficient July 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/8sjeokgwkeyvrrqs Supervisory Skills: Interpersonal Skills Proficient July 2019 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: https://share.indeedassessments.com/share_assignment/1iskgtjhe0-tdwtp Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information SUMMARYOFSKILLS * 27 years experience providing enterprise IT support in academia. Experienced network administrator on U of M networks * Highly skilled in enterprise networking, Active Directory, Windows7/10, Mac OS X, Linux, TCP/IP, DNS for academic information technology support * MS Office suite, all Google tools, Thunderbird, Eudora, Microsoft Outlook * Expert level installation and configuration of hardware, operating systems, and applications support on the Windows, Mac OS and Linux platforms. Troubleshoot, diagnose and recommend at Enterprise Level. * Experience with incident management tools ServiceNow, RT and BMC Remedy * ITIL Foundations Certification version 3 * Business Analyst Certification IIBA

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