

IT Consultant/Infrastructure Analyst II Helpdesk Support IT Consultant/Infrastructure Analyst II Helpdesk Support IT Consultant/Infrastructure Analyst II Helpdesk Support - Eide Bailly Technology Consulting Billings, MT Authorized to work in the US for any employer Work Experience IT Consultant/Infrastructure Analyst II Helpdesk Support Eide Bailly Technology Consulting - Billings, MT 2011 to March 2018 - Manager - Ross Mcknight ? Analyze and recommend changes to streamline business operation process's ? Project Management/Implementation of recommended business solutions ? Helpdesk Technician using Footprints ticketing system ? Manage and Support over 30 Networks remotely and onsite when needed ? Monitor networks using Logic Now Monitoring tools, and perform proactive work to minimize downtime to business's production systems Helpdesk Technician / Intranet Administrator / IT Consultant CTA Architects and Engineers - Billings, MT 2006 to 2011 - Manager - Jeff Keller ? Main Helpdesk Technician ? Manages all Mechanical Engineering Software ? Customer Service point person ? Facilitates all audio/video conferences - Webex etc. ? Implemented Intranet using Microsoft SharePoint Services 3.0 ? Created Helpdesk portal on the intranet for solutions to known issues ? Project lead including creating proposals and negotiating with clients ? Performs IT Consulting services for Alberta Bair Theater, Billings Clinic, Northwest Scientific, Toad N Willow Computer Technician Best Buy- Geek Squad - Billings, MT 2005 to 2006 - Manager - James Schmidt ? Managed Customer requests ? Diagnosed and performed PC hardware repairs ? Troubleshoot software problems ? Performed customization and maintenance tasks to speed up PC's ? Performed extensive automatic and manual Anti-Virus removal Security Officer Securitas - Billings, MT 2003 to 2005 - Manager - Leo Boyce ? Provided security for Deaconess Billings Clinic ? Operated security equipment ? Monitored visitors ? Handled emergency situations Education Associates in Computer Desktop and Networking Support Montana State University College of Technology 2006 Skills 11 Years IT Experience (10+ years), Project Management (5 years), Active Directory/Group Policy (10+ years), Virtualization Technologies - ESXI/Hyper V (5 years), Server/Workstation OS's ranging from Server 2003-2012 and XP to Windows 10 (10+ years), Technologies such as Data Backup, DFS, Encryption, Imaging, and many others (5 years), Network Troubleshooting and working with 3rd

party vendors to resolve issues as needed (10+ years) Certifications/Licenses Network +
Certification - Comp TIA Present A+ Certification - Comp TIA Present Additional Information To
Whom It May Concern: I have 18 years of experience servicing clients in a customer service
related fields. I am not your typical team member as I have not only exceptional interpersonal
skills, but I also have extensive technical abilities related to Information Technology. I pride myself
on giving excellent customer service. Core responsibilities that I had while running my own martial
arts school were marketing and convincing the public on why they need martial arts in their life. I
have done quite a few public speaking engagements as well. If you are looking for a person that
can get the job done, is a great team player, and will also leave your clients happy, please consider
me for this position. I am available for an interview at your convenience. I look forward to speaking
with you. Sincerely, Chad Maulolo

Name: Patrick Fowler

Email: zacharyevans@example.com

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