

Senior Associate Field Technician Senior Associate Field Technician Senior Associate Field Technician - Computer Sciences Corporation Hudson, OH Authorized to work in the US for any employer Work Experience Senior Associate Field Technician Computer Sciences Corporation - Uniontown, OH February 2013 to Present When UTAS purchased Goodrich, all help desk employees were moved to CSC and remained at the locations they were at when working for Goodrich/UTAS. Provide on-site field support for three accounts. Tasks include installation, servicing, repairing of systems and equipment and refreshes. Resolve complex customer problems in the areas of hardware/software installation, repair, upgrade and maintenance within required SLA times. Act as a liaison with customers on administrative and technical matters for assigned projects. Mentor and provide guidance for Assistant Field Service Technicians System Administrator II Goodrich/United Technologies Aerospace Systems - Uniontown, OH May 2006 to February 2013 Maintained system configurations for computers and servers. Managed and monitored tape backup systems. Performed software audits to ensure licensing compliance. Installed new software releases, system upgrades, evaluated and installed patches and resolved software related problems. Modified basic scripts to resolve performance problems and automate systems administration tasks. Active Directory administration including creation of user accounts, email accounts, security. Blackberry Enterprise Server admin responsible for creating/editing BES accounts for users devices. Responsible for quarterly PC lease refreshes. RSA VPN token administration, responsible for creating/editing/deleting vpn accounts. Printer/Print Server/MFD management Avaya Phone system administration Group Policy creation and implementation Responsible for installation/licensing/support of all Engineering Software suites Participated in Windows 7 migration, MS Office 2010 migration, Active Directory Redesign Project, Printer Refresh project, Blackberry Refresh Project, Laptop Encryption Project, SCCM implementation Obtained Lean Practitioner Certification Maintained high level metrics for On Time Delivery and Customer Satisfaction. Promoted from Network Analyst to System Administrator II Network Administrator Goodwill Industries of Akron - Akron, OH March 1999 to May 2006 Maintained all computer hardware and phone equipment. Maintained all software documentation and licensing.

Responded to user requests for information and problem resolution in a timely manner. Assisted in assuring Counterpoint Point of Sale System integrity and training of users. Trained users in pc system utilization, procedures and specific applications. Responsible for all cell phones/pagers and management of the mobile account. Provided knowledge of PC Networks, system design, hardware/software installation and report generation. Served as project leader for research, design, implementation and training for corporate intranet website. Education Networking Technologies Akron Institute - Akron, OH Additional Information Technical Skills Software: MS Office Suite, Adobe Suite, SAP, Symantec Endpoint Protection, VERITAS Backup, SharePoint Tools: SCCM, Dameware, Group Policy Management Console, DHCP, DNS, Symantec Ghost, Active Directory, Print Management, Blackberry Administration Service, WSUS, Avaya Site Administration, Various Ticketing Systems Operating Systems: Windows Desktops 2000/XP/Vista/7/8, Windows Servers NT/2000/2003/2008

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