

Team Leader / Lead Tech Team Leader / Lead Tech Team Leader / Lead Tech - Connection Inc  
Collingswood, NJ Work Experience Team Leader / Lead Tech Connection Inc May 2019 to Present  
Children's Hospital of Philadelphia Lead technician for imaging and deployment Perform  
upgrades and computer replacements Upgrading over 8000 computers at multiple locations  
Troubleshoot and resolve any other issues as needed Desktop Technician / Team Leader A.I.  
DuPont Nemours Children's Hospital August 2018 to May 2019 Lead team of four in imaging,  
hardware upgrades and deployment Upgrading over 8000 computers throughout the enterprise  
Troubleshoot and resolve any other issues as needed Scrum Master in Agile-based project  
management Desktop/Network Support Analyst Contemporary Staffing Solutions April 2018 to July  
2018 City of Philadelphia Dept. of Public Health Configure Microsoft Surface Pros and Desktops  
Resolve data communications issues Assist in EMR training Troubleshoot and resolve any  
other issues as needed IS Support Analyst III FirstPro Inc January 2018 to April 2018 Adds, moves  
and changes for hospital clinical and administrative staff Imaged desktops and laptops before  
deployment Manage moves changes, new construction deployments Decommission machines  
where required Document procedures FirstPro Inc June 2017 to April 2018 Help Desk Level 2  
Analyst FirstPro Inc June 2017 to November 2017 Provide direct user support nationally, both  
remotely and desk-side Build and deploy workstations Document all issues and their resolutions  
Provide training when new policies or processes are initiated Image laptops and desktops  
Deployment Technician Brooksource Technical Consulting June 2016 to December 2016 -  
Client-facing Team Lead on several projects Deploy hardware and software as requested by  
various clients in hospital and university Provide direct user support to users, including the EPIC  
development team Build and configure workstations and laptops Systems Administrator/Support  
Engineer, Residential Properties and Corporate Resource Residential June 2013 to April 2016 users  
Team lead for network installations Gave direct user support, both desktide and telephone, to  
over 600 users, local and remote Provided direct user support to users migrated to VMWare  
Build and configure workstations, laptops, personal digital devices (iPhone, iPad, Android tablets  
and phones) Travel nationally to survey, specify infrastructure and build out new properties

Supported Executives and VIPs directly in corporate offices IT Manager GB Collects August 2012 to August 2013 Direct user support of commercial collectors, customer service agents and executives

Performed network upgrades, updates and systems design (both new and re-engineered)

Specify, configure, build, image and deploy workstations and servers Writing and editing, including everything from network documentation to newsletters Worked directly with vendors, support personnel and clients Consulting Engineer Cigna Philadelphia April 2013 to July 2013 - Windows 7 migration Provided direct user support to users migrated to new/upgraded computers (Windows 7, Office 2010) Coordinate site visits to user groups Inventory old machines, manage deskside support and training Consulting Engineer SmartSource May 2013 to June 2013 Target Stores - Windows 7 migration Perform workstation upgrades (Windows 7, Office 2010) Provided direct user support to users migrated to new/upgraded computers Coordinate site visits to user groups Inventory old machines, manage deskside support and training Instructor Complete Learning Solutions September 2012 to March 2013 Taught network engineering and network-related customer support Course is provided for Verizon cable and system techs by the Telecommunications Union Curriculum leads to a certificate from various County Colleges in Network Engineering Help Desk Administrator Alloy Silverstein Shapiro Adams February 2011 to August 2011 Direct user support of partners, professionals and admins Designed and implemented network communications projects Direct interface with vendors, support personnel and clients Consultant Paladin Consulting/UNISYS - Dallas, TX September 2010 to November 2010 Team lead, provided decommissioning services to U.S. Census Bureau offices Requested by Census Bureau management to provide decommissioning services at several other sites Consultant Intellispring Consulting - Atlanta, GA August 2008 to November 2010 Provided consulting services (networking and telephony services) for clients such as DHL and FedEx. Called back for continuing services for multiple clients for over two years Editor, Music and Musical Scales 2010 to 2010 -- a Mathematical Construct; A Comprehensive Overview of the Mathematical Underpinnings of Music - Dr. George A. Articolo, Professor Emeritus, Rutgers University, 2010 Performed proofreading and editing services for textbook Created audio and graphics files Provided

consulting services to Dr. Articolo to help migrate textbook to HTML/e-book platforms Instructor, Computer Networking and Security (CNS) Chubb Institute/Anthem Institute - Cherry Hill, NJ November 2006 to November 2008 Taught adult learners basic and advanced computer skills including A+, Net+, Microsoft Windows Server and computer forensics/data acquisition/electronic discovery Consistent teacher rating of over 91% (as high as 97%) Highest student retention rating in the program over entire tenure Chosen as Teacher of the Quarter, 4th quarter 2007 Help Desk Analyst Dechert LLP - Philadelphia, PA June 2004 to August 2004 Requested by firm CIO to return to assist Help Desk team Support staff of over 80 attorneys, paralegals and coders with all firm software Analyst/Engineer/Trainer Dechert LLP - Philadelphia, PA April 2002 to May 2004 Consulting position, Computer Methods Corporation) Support staff of over 80 attorneys, paralegals and coders on various Litigation Support software applications Performed data translation from Concordance, Litigator's Notebook and Summation for import into Introspect Performed file translation and import/export processes in word processing, database and various other application categories Train new users on Litigation Support applications in all domestic offices (including Philadelphia, Washington DC and Manhattan) Provide third-level support for document imaging, file conversion and general computer use Assemble witness kits for attorneys and paralegals Design, test and implement new custom software for process automation Develop and document new workflow procedures Aid in installation of new technologies, such as wide-area DFS implementations, extremely large SQL databases and Active Directory Teacher/Technical Trainer Cittone Institute - Mount Laurel, NJ July 2001 to June 2002 Instructing students in Help Desk Analyst and PC Technician/Network Engineering and MCP/MCSE courses Excellent (94%) teacher rating Over 80% of students on Dean's List Consistent 96% Student Retention rating Systems Engineer/Project Manager Trainer Gollatz, Griffin and Ewing, PC - Philadelphia, PA February 2000 to August 2000 Consulting position, Computer Methods Corporation) Built and reconfigured Windows NT 4.0/SQL 7 server and NT and Windows 98 workstation ODBC/connectivity drivers in preparation for development project Built standard images for easy deployment of new workstations using Symantec's Ghost Built distribution objects using Wise

Installer    Repaired existing NT domain structure, SQL database design and existing VB/SQL code

Team Leader, Total Recall Project Bristol-Myers Squibb Company - Princeton, NJ February 1998 to February 2000    Princeton and Hopewell, NJ - February 1998 - February 2000    Special Projects/Desktop Engineering (Consulting Position, Computer Methods Corporation)    Team Leader, Total Recall Project (Identified, upgraded and refurbished every BMS-owned laptop and home-based desktop computer to meet BMS standards and Y2K compliance)    Led 15-member team in deployment phase - responsible for logistics and personnel management.    Led 6-member team for software and Windows 98 configuration testing phase.    Built and maintained the MS Access database used for project tracking.    Built standard images for easy deployment of new workstations using Symantec's Ghost    Built distribution objects using Wise Installer    Project was completed on time and under budget.    Hopewell Site Manager, PIE Project (Process Control, Instrumentation and Environmental System Y2K Remediation)    Led 3-member team for software and hardware Y2K remediation.    Coordinated and supported field engineers (both in-house and vendor) in remediation process    Upgraded some 600 systems (~1800 items) to ensure Y2K compliance in the laboratory environment.    Project was completed on time and under budget.

Project Manager, Software Solutions/Mac-to-NT Project (Identified and deployed software on the Windows NT 4.0 platform to replace programs running on 1400 Macintoshes in the Pharmaceutical Research Institute).    Worked with department heads and members to evaluate and test new and replacement software.    Assisting deployment team in replacing existing Macs with new IBM-compatible computers running Windows NT.    Designed Software Solutions Intranet pages and file conversion matrices.    Provided support, engineering and logistical assistance to several other projects and teams throughout the PRI.    Built standard images for easy deployment of new workstations using Symantec's Ghost    Built distribution objects using Wise Installer    Team Leader/Project Manager, Mac Upgrade Project (Upgraded ~900 Macintosh computers in the Pharmaceutical Research Institute).    Led team to identify hardware needs, order and install hardware and software upgrades.    Created and maintained MS Access database for project tracking.    Project was completed on time and under budget. Network Administrator Merck & Co -

Woodbridge, NJ September 1996 to February 1998 Consulting Position, Computer Methods Corporation) Aided user support manager in providing direct user support, desktop engineering and help desk services. Engineered server upgrade, network design and optimization services. Server and network administration of 15+ NT 3.51 and 4.0 servers in 4 locations Oversaw replacement of 35 existing Macintosh computers with new IBM-compatible computers running Windows for Workgroups 3.11. Aided in the integration of the existing network into the Merial corporate network during corporate merger. Helped in server room design and local and wide area network configuration and installation during site relocation. Assisted in designing new software distribution processes for the Merial corporate network. Professional Musician - 40 years - all gaps in employment and during conventional employment Private Consulting Services - 25 years - various companies Education Associates Degree in Computer Science Philadelphia Community College - Philadelphia, PA 1974 Skills DEPLOYMENT, ALTIRIS, ANDROID, IOS, VOIP, PROJECT MANAGER, PROJECT PLANNING, TRACK-IT, ACTIVE DIRECTORY, CLIENT-SERVER, DFS, DHCP, NFS, REMOTE ACCESS, TCP, TCP/IP, VMWARE, WINS, DATABASE, ODBC, Hand Tools, retail sales, Word, Microsoft Excel Assessments Technical Support Expert 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/pkh318xtv0mnubhm](https://share.indeedassessments.com/share_assignment/pkh318xtv0mnubhm) 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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