

Enterprise Change and Incident Management Analyst Enterprise Change and Incident Management Analyst Enterprise Change and Incident Management Analyst - BLACK KNIGHT INC Fleming Island, FL Work Experience Enterprise Change and Incident Management Analyst BLACK KNIGHT INC - Jacksonville, FL 2016 to Present Develop and Implement a Problem Management System based on the ITIL framework strategy Analyze, Develop, and Improve the Current Incident management process Prepare and Host a daily High Severity production meeting for all technical staff Ensure company and audit standards are being met within High Severity ticket documentation. Host and Document Post mortem meetings for all Severity 1 incidents Prepare Daily, Monthly, and Yearly metric reports for executives. Attend all Severity 1 Incident bridges and provide guidance on resolution as well as root cause identification. Owner of the Executive level Application Health Assessment program responsible for identifying and correcting highest severity issues Work closely with executives, and high level managers to effectively understand and resolve problems for the production environment Team lead and point of contact for guidance and problem resolution IT Systems Administrator I LOGISTICARE SOLUTIONS - Jacksonville, FL 2014 to 2016 Design, Deploy, and Maintain a virtual server farm which supports the business's Citrix environment using VSphere Configure, Support, and Manage over 100 business critical applications hosted on Citrix Servers Add, Remove, and Modify Citrix hosted applications according to enterprise needs Perform routine maintenance and patching of assigned servers Tier 3 support for Desktop Support Team Technical Team Lead for Helpdesk Support Staff Responsible for designing, and implementing plan to upgrade the current 6.5 Citrix XenApp environment to 7.x XenDesktop New Call Center Implementation Specialist for the IT Project Team Lead 7-10 Project meetings per week IT Project lead for more than 30 New Offices, Office Moves, and Office Closures in 2015 Researched, Analyzed, and Prepared IT Project plans according to company needs Utilize time management skills to balance workload of 3-7 IT Projects at all times Use strategic planning and problem solving skills to address and resolve project roadblocks quickly and effectively Plan, Schedule, and Coordinate IT Resources, Vendors, and Site Operations ensuring project deadlines are met IT Operations Technician I LOGISTICARE

SOLUTIONS - Jacksonville, FL 2014 to 2014    Image, Configure, and Troubleshoot Internal User Workstations, Laptops, and Blackberry's    Identify and Troubleshoot Client Website Problems  
Add, Disable, and Modify Internal User Accounts within Active Directory According to Company Needs    Inventory and Cataloging of all IT Software/Hardware    Provide Desktop Support to 10-30 customers per day  
Education Bachelor of Art in Business Administration Flagler College - Saint Augustine, FL May 2014 Associate of Art in Business Administration Florida State College Jacksonville - Jacksonville, FL June 2012 Skills Incident Management, System Administrator, Active Directory, Vmware, System Admin Additional Information TECHNICAL SKILLS: Operating Systems: Windows Server 2008R2/2012, Windows 7/10    Tools: Citrix XenDesktop 7.5, Citrix XenApp 6.5, ADDS, Symantec Endpoint Protection, ADDS, Net Backup, Microsoft Office 2010, Office 365, VmWare, BMC Footprints, Bomgar, KACE, Group Policy

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