

Desktop Support Analyst Desktop Support Analyst Desktop Support Analyst - Modis IT Solutions
Jamestown, NY Authorized to work in the US for any employer Work Experience Desktop Support
Analyst TEKsystems - Falconer, NY 2011 to Present provide third tier desktop support at customer
site (SKF AeroEngine in Falconer, NY) install new desktop and laptop computers troubleshoot
issues with users computer, printer, and applications as communicated through the HP Service
Manager system monitor tape backup in CA Arcserve, change tapes, and store offsite provide
remote support for user in other SKF facilities Systems Administrator OSRAM Sylvania, Inc -
Warren, PA 2001 to 2009 manage Active directory accounts, rights, and share permissions for
organizational units under my responsibility support users computers and software support and
apply updates to MS Windows servers and MS SQL servers provide remote support for several
Sylvania Lighting Services offices along eastern US order hardware and manage inventory for the
Warren, PA facility and six SLS sites manage tape backup using Backup Exec, design tape
rotation, change tapes, and store offsite develop instructions and guidelines for performing
assigned duties rewrote and continuously update disaster recovery plan develop instructions for
using online helpdesk system PC Technician Western New York Computing Systems - Buffalo, NY
1998 to 2001 install computers, printers and network hardware install and terminate Ethernet and
fiber optic cabling troubleshoot and complete warranty repair of personal computers, laptops,
printers, servers, and network cabling troubleshoot software issues with operating systems,
installed applications, and network configurations Education MicroMaster Certificate in Supply Chain
Management MITx at edX February 2019 Master's pending thesis completion in Information Design
and Technology State University of New York September 2009 to December 2010 Bachelor of
Science in Multidisciplinary Studies Rochester Institute of Technology May 2006 Associate of
Science in Information Systems University of Pittsburgh - Bradford, PA June 1998 Skills Supply
Chain, SCM

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