

IT CONSULTANT IT CONSULTANT Bartlett, IL Fast-learning, hard-worker with proven ability to increase efficiency, productivity and convenience with bespoke solutions. Seeking to bring the best out of a company through unique insights and comforting professionalism. Work Experience IT CONSULTANT K3TEK January 2013 to Present Researched, purchased, built and deployed entire office network and workstations in both company headquarters and international branch. Set up laptops, cell phones and remote access to allow for off-site productivity. Installed, updated and customized drafting software to maximize productivity and compatibility with partners. Acquired learning material for Autodesk AutoCAD, Autodesk Revit, Trimble Tekla and Bluebeam Revu. Helped users grasp features of Tekla structural engineering software to improve workflow and quality of work. Conferred with users to discern IT needs and goals, then researched and reported on potential IT projects. Upgraded workstations to meet the demands of new, industry-leading 3D design software. Planned and executed cloud-based solutions for international collaboration, training and data-sharing. Diagnosed poor computer performance and browser anomalies, discovering malware and safely removing it. Recovered data from non-functional and compromised computers, minimizing lost work. Remotely assisted international users with IT issues and walked them through solutions. EXPORT TEAM LEAD PACTRANS GLOBAL LLC February 2018 to October 2018 Coordinated export team to meet time-sensitive objectives quickly and efficiently. Held daily team meetings to focus team efforts and prioritize tasks. Coordinated hour-by-hour with local and international companies to meet time windows for complex, time-sensitive shipments. Maintained relationships with network of shipping partners to provide versatile, fast and cost-effective service for any shipment type. Maintained calendar system to track shipments milestones and projected dates, allowing for easier team communication and automated email updates sent to customers. Investigated issues with shipments and executed solutions, while keeping customers informed and reassured. Increased customer confidence by implementing ERP-linked online shipment tracker. Increased efficiency with automated loading plans allowing for full utilization of container space and removing danger and guesswork from the process of load planning. Implemented an excel-based database to produce dock receipts and packing lists,

improving accuracy and usability of documents while reducing data-entry workload. Instructed team members in export documentation and procedure, then provided guidance for them while handling actual shipments. Filed customs with US Automated Export System. Issued bills of lading for domestic transport and both air and sea export shipments. Reviewed contracts with steamship lines and presented terms to company president. SYSTEMS ADMINISTRATOR PACTRANS GLOBAL LLC January 2018 to October 2018 Restored access to compromised VMware virtual machines, restoring 15 years of customer records and data, including 4 million dollars in uncollected payments. Migrated recovered data to current systems and created accessible backups to preserve SOX compliance. Monitored antivirus and firewall, investigating and reporting on anomalous activity after potential intrusion. Reduced costs and increased productivity by migrating outdated phone system to cloud-based VOIP service. Increased revenue streams by introducing POS terminals and online payment portals. Migrated on-site servers to more secure and easier to manage cloud-hosting. Wrote detailed procedures for data recovery for ERP databases and for email. Implemented workarounds for ERP bugs to preserve business continuity before vendor could publish fixes. Utilized SQL basics for in-depth management of ERP and timeclock system. Maintained on-site server and network resources including server rack, Cisco firewall, uninterruptible power supplies, routers, modems and switches to ensure availability of network and data. Troubleshoot and resolved IT issues for users and addressed their IT concerns in a timely fashion to prevent lost productivity and protect morale. Increased efficiency and accountability by implementing access logs, searchable document digitization, barcode scanning and real-time inventory database. Presented IT projects to executive management, clients and partners, enhancing trust in the company's IT capabilities and creating awareness of potentially useful IT resources. Made and executed business continuity plans that allowed business to continue and preserve availability of data despite internet, Office365 email and SaaS ERP outages. Trained users and clients to effectively use CargowiseOne ERP software, including module-specific training sessions and tips to improve workflow. Made announcements through emails and face-to-face meetings with users to keep them informed of downtime due to pushing system-wide

updates, new security policies and improvements to digital work processes. Served as point-of-contact for IT vendors to negotiate contracts, minimize downtime in accordance with service level agreements and obtain high-level support. Educated users to practice more secure habits and to avoid malware and phishing. Setup and deactivated user accounts in ERP and Active Directory, allowing new employees to be productive immediately and keep terminated employees from poaching data. Managed user permissions in accordance with least privilege, preventing users from violating segregation of duties and breaching confidentiality. Set-up VPN access for off-site users to work through remote desktop services. Set-up, monitored and repaired printers and typewriters. Maximized utility of defunct computers and appliances by repurposing their hardware to upgrade current ones. Inventoried hardware, software and cloud resources to maximize IT utility. Created gold image of Windows 10 with all necessary applications to efficiently deploy and repair workstations. Designed logos and letterheads for official company documents. Created search engine optimized websites linked to account-based shipment/inventory tracker for clients.

Education CERTIFICATE KELLER GRADUATE SCHOOL OF MANAGEMENT - Elgin, IL 2016 BACHELOR OF ARTS UNIVERSITY OF ILLINOIS - Champaign, IL 2012

Assessments

Technical Support Highly Proficient 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/i-iimhmqo8kqyj Critical Thinking Expert July 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/fux-mqjxlger-ple Problem Solving Expert July 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/4mnpepnbvagjcq6m

Research Expert July 2019 Measures a candidate's ability to follow protocols, interpret statistics and graphs, identify errors, and choose research methodology. Full results: https://share.indeedassessments.com/share_assignment/wgvwr0k4hlkkgio3 Basic Computer Skills: PC Expert July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results:

https://share.indeedassessments.com/share_assignment/azs-znjw37tjc75k Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information * Adobe Acrobat * Active Directory * Microsoft Excel * Microsoft Windows * Autodesk AutoCAD * WiseTech CargowiseOne * WiseTech ediEnterprise * Office 365 * Microsoft Azure * Adobe Photoshop * VMware * ERP Implementation * Business Continuity * Disaster Recovery * Logistics * Presentation

Name: Joel Zamora

Email: sextonchristopher@example.net

Phone: 957.389.5880x275