

Enabled Vet IT Internship Enabled Vet IT Internship IT Support Specialist Antioch, IL Authorized to work in the US for any employer Work Experience Enabled Vet IT Internship Rush University Hospital - Chicago, IL May 2017 to July 2017 * Assess infrastructure on a regular basis to ensure it continues to meet necessary demands * Support daily operations of the IT department * Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction * Coordinate the needs of in-house IT experts and remote employees, vendors and contractors * Protect customer data from outside infiltration through encryption, secure data storage and other necessary means * Assist with the installation of new hardware and software and help train employees on its use * Manage and support departmental quotas * Offer suggestions for possible upgrades and changes within the IT department * Re-image, and migrate systems * Ability to fill multiple roles simultaneously * Excellent IT, communication, leadership and management skills * Used I-Support helpdesk software EMS/Housekeeping Veterans Administration - Chicago, IL May 2014 to November 2016 Chicago, IL IT Specialist/ Analyst Neriah's House - Chicago, IL July 2012 to March 2014 * Diagnosed and resolved IT problems in response to customer-reported incidents * Managed moves and installations of IT equipment to assure coordination of IT support and customer service * Documented and provided feedback on trends associated with IT customer support, including viable recommendations for improvement * Identified break down problems using structured problem resolution approaches (OSI, TCP/IP, DOD Models) * Evaluated usage patterns, and incorporated customer feedback into recommendations to the Lead or Supervisory IT Specialist for improving functionality. * Collected and analyzed data about how the company works * Recommended changes that will decrease costs or boost revenue * Presented suggestions as a written report and oral presentation to the board members * Planned and coordinated the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems * Trained board members, and students on older, and current technologies IT Specialist Veterans Administration - Hines, IL September 2013 to December 2013 * Provided information technology system support to the assigned unit. * Responsible for systems administration support on workstations and servers using multiple operating systems * Responsible for installing and testing

the system security configuration and monitoring, operating, troubleshooting and maintaining workstation and server hardware and software * Assist with the installation of new hardware and software and help train employees on its use * Primary customer support specialist for the classified systems used throughout the unit * Also responsible for mailroom, and shipment of secure backups * Staying up-to-date on emerging technologies and the potential effectiveness of these advancements in their current system * Monitoring and maintaining the computer systems and networks Security Specialist Community Watch Security - Chicago, IL July 2013 to August 2013 EMS Technician Jesse Brown - Danville, VA November 2012 to April 2013 Medical Centers Chicago, Danville, IL Primary Caretaker for Mother Education Certification in A+ , Network+ Certifications Indiana Business College - Indianapolis, IN CCNA, CCNA Security Microtrain Technologies - Lombard, IL Military Service Branch: Army Service Country: United States Rank: E-5 August 1976 to June 1982 Engineering Corps (Surveying) Nuclear, Biological, and Chemical Technician Commendations: Service Medals Expert (Weapons) Certifications/Licenses A+ Certified Present Network+ Certification Present

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