

Desktop Support Lead Desktop Support Lead Desktop Support Lead - UNISYS CORPORATION
Atlanta, GA Supported company users with Windows, Apple, and Macintosh assistance, fulfilling warranty hardware support requests with HP, Apple, Dell, Xerox, and other hardware vendors for parts procurement and service delivery. Supported a diverse range of databases and software, including installation, maintenance, and user access control. Administered databases such as Active Directory, Exchange, Great Plains, Secure Doc Disk encryption, Cisco AnyConnect and GoToMeeting or Adobe Connect meeting services. Provide on-site hardware support and repair and inventory control for company's computers or laptops

Work Experience Desktop Support Lead
UNISYS CORPORATION - Atlanta, GA February 2018 to Present Provide IT support for multiple Omnicom companies for Unisys corporation, Windows 10 or MAC system upgrades, support or system re-imaging Provide computer, application, and phone support to resolve Paige help-desk tickets for users Work with multiple Omnicom IT departments in user problem resolution Work with vendors on computer or phone system repairs Deploy Cisco AnyConnect to multiple OMNICOM companies Windows and MAC computers Provide on-site support the Cisco phone system telecommuting team or local support for network team Omnicom companies I support in the Atlanta office for Unisys would be Omnicom Media Group, Omnicom, OMD, Hearts & Science, PHD, BBDO, One&All, Grizzard, Ketchum, Fleishman-Hillard, DDB, JLL, Porter Novelli

System Administrator CHESTATEE REGIONAL HOSPITAL - Dahlonega, GA June 2017 to September 2017
Active Directory user, computer, and printer administration and support via helpdesk requests HMS user administration and support of the hospitals HMS system via helpdesk requests Work with vendors on hospital equipment on patient monitoring tools as requested. Work with the hospital laboratory to implement equipment upgrades and installation of a virtual lab shuttle server to monitor Beckman Coulter ProServe, DxH600, Siemens Healthcare Sysmex CA660

Senior Systems Administrator CONSOLIDATED DATA SERVICES (CDS)/GRIZZARD/KETCHUM - Atlanta, GA April 2007 to March 2017 Network Operations Specialist Balanced technical support and network operations administration, definitively contributing to an improvement in the perception of the IT department by standardizing computers and strengthening system stability. Cultivated positive

alliances with staff through 110% responsiveness and resolution of reported computer and IT issues. Technical Support Produced, managed, and updated OMNICON laptop and desktop system images, coordinating inventory control and readying them for assignment to new users or return to leasing companies. Generated quarterly virus definition reports on MAC and Windows computers. Support and repair all companies computer hardware or software problems Network Operations Administration Active Directory System Administration to Created, enabled, and deactivated user accounts for the companies network and the Exchange email system, Coordinated hardware support on an older Avaya phone system, directly working with CDS staff on CISCO phone system support/administration. Enterprise Engineer PCM (SARCOM) - Cleveland, OH January 2004 to April 2008 Led networking and operating system administration as well as design projects, capably managing VMWare virtual networks and server farms. Completed certifications in VMWare VCP, Novell, Microsoft, and CompTIA. Tapped for on-site assignments at a government agency, directly contributing to large-scale network, inventory, and desktop projects. Initiatives included firewall updates/documentation, network administration (Novell, Microsoft, and Linux), and VMWare ESX server farm and virtual server infrastructure. Executed multiple network and desktop upgrade/support projects from Windows networking to wireless network and VPN network setup projects for company clients. Education Bachelor of Science in Electrical Engineering in Computer Science WESTERN TECHNICAL COLLEGE - Los Angeles, CA 1987 Skills Desktop Support, Comptia, MAC, Service Desk, Active Directory, Macintosh, Tech Support

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