

PC Tech PC Tech PC Tech Cleveland, OH Work Experience PC Tech American Greetings - Westlake, OH May 2019 to August 2019 Responsibilities: Windows 7 to 10 migrations Data migration via Migration Manager Software installation and configuration Hardware cascades Laptop cleaning Documentation upkeep via SharePoint Reviewing usage reports and data entry

PC Technician Getronics - Akron, OH October 2017 to December 2018 Responsibilities: Ordering Dell laptops and docking stations Coordinating and scheduling PC hardware refreshes and Windows 10 migrations Configuration and support for Microsoft Hyper-V and ODBC connections Windows 10 migrations, and PC setup Software installation via Altiris or other sources. Ticketing via HP Service manager Replacement and validation of network printers

Contactor/PC Technician Robert Half Technology - Cleveland, OH March 2017 to March 2017 Responsibilities: Desktop replacement for Home Depot stores Shipping preparation for outgoing devices

IT Specialist Gibson & Associates - Cleveland, OH September 2016 to December 2016 Responsibilities: General support of IT infrastructure including conference room equipment, and telephone systems Security administration such as badging new employees and visitors and issuing wireless access Point of contact for building security system, and data center including servers, Windows applications such as AutoDesk or Solidworks Switching and cabling LAN ports Personal Computer administration including imaging, deployment, software installation and setup Issuing and requesting employee cell phone and data plan service.

Systems Administrator The Cleveland Clinic Foundation - Cleveland, OH March 2010 to September 2014 Responsibilities: Support of Family Health Centers VPN router including programming and placement Network printer administration for such as physically installing new equipment, if needed requesting IP reservation, print server setup. and building interface. Administration of Sunquest interface for devices such as label printers Administration of Microsoft SCCM 2012 including packaging, basic scripting, reporting, pushing software, etc. Active Directory User Account creation and delegation of access and permissions Hardware and software inventory including placing stickers and maintenance of changes to hardware database Life cycling of PC's, such as issuing new hardware, placement and cabling Ensuring network connectivity for interfaced medical instruments via DECserver and serial

to TCP/IP Resolving help desk requests for software or other IT related scenario's IT Helpdesk
Specialist The Cleveland Clinic Foundation - Garfield Heights, OH November 2007 to March 2010
Responsibilities: Answering phone calls and ticketing if necessary Troubleshooting printer issues
 Printing and delivering department reports Resetting Active Directory User passwords Education
Associate of Science in Computer Network Systems in Computer Network Systems ITT Technical
Institute 2009 High school diploma Valley Forge High School 2006

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