

Technical Analyst Technical Analyst Technical Analyst - Abington School District East Norriton, PA  
Work Experience Technical Analyst Abington School District - Abington, PA November 2005 to  
Present Support all aspects of functioning and usage of district wide technology. Resolve  
hardware and software related issues for standalone and networked computers. Perform level one  
phone support to end users district wide. Provide level two trouble-shooting and problem  
resolution for calls not resolved by level one support. Install and configure networked based  
software applications. Directly responsible 2400 + workstations including wired and wireless PCs  
and Chromebooks. Provide advanced configuration and support of audio and multimedia  
equipment. Maintain and support printers including standalone and networked. Produce, record  
and edit videos for district use in public relations, training and entertainment. Consult school  
administrators regarding new and available technologies for use. Assist in planning, arranging and  
managing technology needs district-wide in-services. Configure and maintain Google Admin  
console. Network Administrator FMG Technologies - Conshohocken, PA June 2004 to September  
2004 Maintained and supported end users' desktops, laptops, and printers, including remote users.  
Worked Help Desk tickets opened by end users to closure. Handled workstation hardware and  
software support. High level infrastructure trouble shooting. Maintained network connectivity to  
end users, including wired, wireless and remote. Internal TCP/IP and DNS manipulation.  
Ensured connectivity to Cisco VPN Clients. Education Associates of Science Montgomery County  
Community College - Blue Bell, PA January 2005 to May 2008 Computer Networking CHI Institute -  
Southampton, PA January 2001 to July 2002 Community College of Philadelphia - Philadelphia, PA  
1997 to 1999 Skills Active directory, Backups, Security, IIS, Windows 10 Additional Information  
INFORMATION SYSTEMS SKILLS Windows XP Professional, Windows 7 Professional, Windows  
8 Professional, Windows 10 Professional. Google G Suite Google Admin Console IOS  
Interactive whiteboards Promethean ActivInspire and ClassFlow Adobe Premiere, Adobe  
Encore, Adobe Audition Installing, configuring, and trouble shooting a Microsoft network.  
Performing custom software installs, system maintenance, account administration, backups and  
restores. Security configuration and analysis Microsoft Active Directory

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