

IT Business Analyst IT Business Analyst Port Charlotte, FL Authorized to work in the US for any employer Work Experience IT Business Analyst Charlotte County BOCC - Port Charlotte, FL March 2018 to Present Work Closely with Public safety Fire/EMS to implement a new mobile network to resolve connectivity issues. Manage support for WebEOC , TriTech, ImageTrend. Resolve clients computer issues for Fire Department and other County departments Converting reports created in Crystal Report to MS SSRS Deploy equipment for multiple departments. Work on multiple projects for multiple departments. Work on help desk tickets. Document changes and improvements to applications. Work with multiple IT teams to resolve issues IT and Operations support Anchor Insurance - Saint Petersburg, FL April 2017 to March 2018 AS400 Administration/Security Monitor AS400 Release files for printing Wrote queries for reporting of users and security levels Support Clients in Florida and Texas Work on help desk tickets Document network and all AS400 process Work on re-configuring network and implement Disaster recovery procedures Work on solution for redundancy through out the company infrastructure Network Technician City of Waterbury - Waterbury, CT July 2004 to March 2017 Responsibilities: Administrate AD in a 2008-2012 environment Work with outside vendors with software and hardware projects. AS400 Systems Administrator Network Engineering projects. Install and support Microsoft office 2010-2013 Data Mapping and Analysis - Gathering crime data for creating reports and maps. New World Systems Administrator Setup and deploy PCs Troubleshoots and repairs computers, scanners, printers, Laptops and other devices Implementing/ Administrator of new MiTel VoIP phone system DeskSide Support Manager GE ITS Corp - Bethel, CT September 2002 to July 2004 Responsibilities: Responsible for maintaining Service Level Agreements (SLAs) Managing Helpdesk for Gillette and monitoring Helpdesk in India Liaison between Gillette/Duracell and GEITS Second level support for AS400 + Novell client based environment User support for JD Edwards Support Lotus Notes Trouble shoot Windows 2000 Setup and deploy new PCs and Laptops Troubleshoot MS applications and proprietary software Work on second level Helpdesk tickets Created a MS Access Inventory control system Assist Network Engineers in projects Manage projects (software roll outs,

departmental upgrades, etc) Network Administrator MOORE MEDICAL - Farmington, CT January 2001 to July 2002 Responsibilities: Trouble shoot AS400 Client Access and NT connectivity
Monitor Network activity of 250 users using ether-peek sniffer software Day-to-day set-up for user accounts -email, and security Support Exchange Server Administered a Nortel Phone system utilizing OTM Set up new users on the phone switch Monitor day-to-day usage of voice mail
Installed and supported the Symantec Antivirus Server Installed software on PCs utilizing imaging
Education Associate in computer Science Goodwin College - Waterbury, CT Skills SQL (3 years), Microsoft suite (10+ years), Help Desk, Service Desk, Active Directory, MAC, Desktop Support, Tech Support Certifications/Licenses A+ Certified Present Six Sigma - Lean Yellow Belt Present

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