

IT Coordinator IT Coordinator IT Coordinator - RSM US LLP Lancaster, MA Work Experience IT Coordinator RSM US LLP - Boston, MA March 2016 to Present Provide level 2 end user support including but not limited to: Monitor and respond timely to support tickets in the ITC queue(s) Document Service Desk ticket tech notes for escalation or resolution of service requests Assist with Service Desk tickets in the regional ITC queue in supporting all locations in the region/company Support and maintenance of PCs including but not limited to: Complete PC setup and deployment for new employees using standard hardware, images, and software Perform timely workstation hardware and software upgrades Troubleshoot and resolve hardware, connection, and software issues reported to the Service Desk and assigned to the regional ITC Coordinate with authorized vendor for PC hardware repair Maintain and/or coordinate PC hardware inventory Support firm software: Support Desktop Management with post-mass deployment issues of standard software Upgrade local server software as necessary Participate in team and projects including: Regular scheduled regional calls Assist other IT Coordinators in the region, and/or company Proactively support Corporate IT and customer support changes and initiatives Test phases of changing hardware and software standards Monitor ticket queues to ensure SLAs and OLAs are met Utilize the standard Knowledgebase per standard procedures Complete various projects and tasks as assigned as such: IT focus groups Reconciliation of licenses associated with locally purchased software Coordinate with local vendors for cabling, HVAC, phone system, printer/fax, and other IT related facilities maintenance Maintain network file and print server: Report file and server issues to the Service Desk for further assignment Setup and maintain network printers, scanners, and multi-function devices Coordinate copier/MFD repairs with authorized repair vendor Facilitate legal matters compliance with Internal Legal including: Complete legal hold workstations procedures and hard drive copies as requested BJ's Wholesale Club 3 years 10 months Help Desk Analyst BJ's Wholesale Club - Westborough, MA April 2014 to March 2016 -Troubleshoot outstanding open tickets that have not been closed in a timely manner -Open and diagnose priority issues happening within the company -Answer questions that arise from 1st level analysts -Include all roles provided as Help Desk Analyst 1 Help Desk Analyst BJ's

Wholesale Club - Westborough, MA June 2012 to April 2014 -Work on company filed tickets through ticketing system -Answer telephone calls from home office user, and remote retail workers -Continue education through online system. Transportation Security Officer Transportation Security Administration (TSA) - Boston, MA December 2004 to June 2012 Stationed at Logan International Airport Operate, maintain, and calibrate Metal Detectors, X-Ray Machines and Explosive Trace Detectors Interact and communicate clearly with supervisors on a daily basis Provide high levels of customer service toward passengers overall, and specifically during screening processes Utilize all time effectively, including making strong use of "down time" by performing pre-approved duties Communicate updates, requests, reports, etc. via e-mail to co-workers and superiors Always current with all assigned training courses Education Associates in Computer Networking Systems ITT Technical Institute 2007 to 2010 Associate Suffolk County Community College 1998 to 2000 General Studies Harborfields High School - Lancaster, MA 1994 to 1998 Skills SECURITY,

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