

IT Technician IT Technician IT Technician - HOVERTECHNICS Saint Joseph, MI Work Experience

IT Technician HOVERTECHNICS - Benton Harbor, MI 2018 to Present Provided technical support for hardware and software applications. Implemented cloud based document management software to collect and manage customer information. Systems Administrator, Information Technology DWYER INSTRUMENTS - Michigan City, IN 2014 to 2018 Supported ERP interface through multiple applications/ systems in Production. Converted RPG MRM using Profound Logic software for new Web developments from IBM applications. Ensured full system integration & integrity Consulted on network configuration; ran hardware and data backup trials. Researched/resolved system issues & inquiries to streamline operations. Facilitated accurate information exchange and efficient process management flow between Management, Production, Engineering and customers. Systems Administrator, Information Technology LAPORTE SAVINGS BANK - LaPorte, IN 2003 to 2014 Managed core banking application software; audited online banking operations. Coordinated hardware/software installations, upgrades & data migrations on IBM i platform and Jack Henry Banking Software. Trained system users and supported data base access through Help Desk. Compiled/analyzed data and performance metrics for FDIC audits. Ensured transparency & facilitated organizational audit when bank went public. Developed and maintained internal audit procedures for Information Systems. Systems Administrator, Information Technology STANZ FOOD SERVICE - South Bend, IN 2002 to 2003 Installed and upgraded various software applications on IBM i in support of business operations across 4 states. Maintained inventory tracking data. Administered phone system, email and Internet application software.

Education Bachelor of Science in Computer Information Systems in Computer Information Systems BETHEL COLLEGE - Mishawaka, IN 1999 Skills Desktop Support, Information Technology, Help Desk, It Specialist

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