

Support Technologist Support Technologist Support Technologist Chicago, IL Work Experience  
Support Technologist Antares Capital, LLC October 2016 to Present Oct 2016 - Present Monitors  
700+ VDI logon performance Microsoft Azure Cloud Administration Microsoft InTune compliance  
in Azure Citrix Receiver, Director, Workspace Support Deployment and support of all iOS  
devices HP Thin Client imaging and Deployment Office 365 client installation and configuration  
Lenovo and Microsoft Surface Pro 4 Support IT Analyst/Contractor Girl Scouts of Greater July 2016  
to August 2016 Support of Office 365 administration, add, changes, deletes Office 365 support  
Administration; Create Accounts, Troubleshooting Active directory support, A/C/D; account  
creation Mitel VoIP Support; adds, changes, deletions Windows 7 imaging, troubleshooting, and  
deployment Bomgar Remote control support and troubleshooting remote sites IT Support  
Specialist/Contractor ISI TeleManagement February 2016 to May 2016 Support of VMWare  
vSphere 5.5/6; 20 Virtual server environment CDRMS Proprietary Call Record System (Cisco)  
Windows Server 2012 R2; 2008; Windows 7/10 Tegile Storage Monitoring Support on SANS  
Uptime Server Monitoring Support and Administration Office 365 support Administration; Create  
Accounts, Troubleshooting SFTP/FTP support account creation and Support and Troubleshooting  
IT Systems Administrator United Therapies September 2015 to November 2015 Supports 80+  
VDI's; Creation, Support, and troubleshooting Verizon support - Android; configuration,  
procurement, and training end users Level 1, 2, 3 helpdesk support; phone and desk side support  
300+ users supported single handedly, first point of contact, first call resolution Printers, copiers,  
fax machine support; toners, jams, etc. Imaging and deploying new laptops; training staff on new  
technology Systems Administrator Allied Benefit Systems December 2014 to July 2015 Admin for 6  
Terminal Servers in a farm - Windows 2012 R2 Admin for Session Broker - Windows 2012 R2  
Supports 190 home users, 150 office users up to CEO Support Juniper/Junos VPN access  
Office 365 migration and Administrative support Deployment of RSA Token and maintain active  
user list Responsible for 6 production servers - Windows 2012 R2/2003 Support printers,  
desktops, laptops, Macs, Tablets Support specialist Insurance Auto Auctions August 2014 to  
September 2014 August 2014 - Sept 2014 Support for over 140 locations Application support for

proprietary software and database of vehicles nationwide   Imaging, desktop and laptop support  
Printer install and troubleshooting   Handheld scanning device support and setup   BMC Service  
Desk ticketing system   Active directory support, A/C/D   Office 2013 support Campus Technologist  
Apollo Education Group June 2013 to April 2014   Campus Tech for 3 Campus locations, 3 IPD  
Sites, 2 Rental Offices, 1 Admin Office (Travel weekly)   Supports approx. 190 users, 500+ devices  
Desktop and Laptop support; Lenovo support   HP Printer/Fax/Copier support (MFP)   Asset  
Management; handheld scanners   Provide campus support for University Staff; Schaumburg,  
Downtown Chicago, Warrenville, Mokena, Elgin, Rockford, Merrillville, and Milwaukee Locations  
Opens and Closes between 30-200 tickets a week (HPSM Ticketing System)   Remote Support of  
all 9 locations   Imaging and deployment of desktop and laptop computers; Altiris   Microsoft Office  
2010/Microsoft Outlook 2010/Microsoft Office 2013 Technical Support Specialist HAVI Global  
Solutions October 2012 to January 2013   Provided first and second level phone support as service  
desk technician, managing tech support inbox and routing tickets to proper groups for resolution  
Took approximately 100+ calls and e-mails daily, supporting applications running on Windows XP/7  
operating systems   Utilized Footprint's ticketing system to track and document issues   Provided  
ongoing support for application updates and upgrades   Single source contact for all incoming  
technical issues   Imaged laptops utilizing SCCM as circumstances permitted North America Laptop  
Support McKinsey & Company - Chicago, IL November 2011 to April 2012 North America Laptop  
Support   Transitioned from mobile to laptop support and prepared laptops for break/fix process  
Utilized proprietary system, COP, and worked daily with repair vendor; Valcom   Provided 100%  
hardware support   Started in Mobile Device Support, configuring and providing mobile support for  
Blackberry between three carriers; T-Mobile, AT&T and Verizon   Mobile Support for Blackberry  
devices   Accounted for all incoming assets into McKinsey North America   Asset management  
using proprietary system COP2   Imaged laptops utilizing Altiris software   Prepared break/fix  
shipments for satellite offices' stock   Assisted in all areas of the tech hub Voice & Data Support  
Specialist General Growth Properties June 2010 to March 2011   Created all mobility processes and  
documentation development for Voice and Data in supporting iPads, iPhones, Blackberries, and

other handheld and smart phone devices    Specialty executed support, procurement, and support for BES and ActiveSync technologies    Single handedly closed and resolved 200 out of the 250 Voice and Data tickets per month utilizing Remedy. Provided 50/50 Phone/Desk side support Deployment of iPhones, iPads, Blackberries, Smart Phones, and other handheld devices Procurement of all AT&T Mobile devices and Wireless Technologies    Procurement of all Verizon devices and Wireless Technologies    BES Administration; Blackberry Procurement and deployment/training to end users    Active Sync; Messaging; Exchange Admin    Avaya Administrator; Add/ Changes/Deletions    Configuration of Avaya Definity PBX and Avaya Intuity Voicemail Systems Systems Administrator Hinsdale Orthopedic Associates August 2009 to April 2010    Converted Stryker PACS to GE PACS; eliminated store and forward servers at remote locations    Improved response times for all GE PACS offices using a GUI and web interface to pull images over a fiber backbone from the centralized SAN server at the main location    Improved clinic environment with minimal down time, and used/created disaster recovery implementations. Provided 50/50 phone/desk side support    PACS Administrator and Helpdesk on-site support; including 4 remote sites    VPN, VNC, RDP; remote support evening and weekends when required    Blackberry procurement, support and deployment; Blackberry Enterprise Server (BES) Desktop Support Specialist Kelloggs November 2008 to March 2009    Provided 100% phone support    Completed hardware refresh configurations within MS Outlook by mapping the existing .pst files that were copied onto the new image    Quickly developed a shared process as a checklist to ensure all areas of the new image were configured properly resulting in increased productivity of the sales operations

Coordinate and monitor troubleshooting to isolate and diagnose common system problems: document system events to ensure continuous functioning    Analyze, log, track and complex software and hardware matters of significance pertaining to networking connectivity issues, printer, server shares, and applications to meet business needs of successful sales force Systems Administrator Midwest Orthopedics December 2006 to October 2008    Developed initiative and plan to save time and money by preloading PACS work lists in clinic daily to prevent any downtime by images not loading during patient appointments    Provided 50/50 Phone/desk side support

Proficient with Windows XP and Windows Vista at the user level, including user and application installation; Supported and executed upgrade from Windows XP to Vista    EMR Helpdesk Level 1; NextGen. and Epic; Ticketed Templating requests; non-responsive applications    Administration of Blackberry Enterprise Server (BES) 4.1; handheld deployment, training and activation    VoIP support and deployment using Nortel CS1000 TM; Phone configuration    Administer Microsoft Windows Servers (Active Directory), Microsoft Workstations, and other network devices including but not limited to faxes, printers, copiers    System Administrator Standard Register Corporation January 1997 to November 2006    Hired as a help desk member and quickly promoted to systems administrator for entire call center    Became a Dell Certified Technician to eliminate the need for Dell technicians to be dispatched to call center, saving the company money and improving downtime    Improved morale by providing outstanding customer service which resulting in an increase in company revenue    Onsite technician, administering PBX and Data systems    Developed an IT department by hiring another tech to take over the PBX/Telecom systems    Single point of contact for all technical issues    Supported all handheld devices, including blackberry and Trio devices    Migrated entire call center from Windows 2000 to Windows XP Pro    Supported and maintained all Printers, Fax, and Copiers    Liaison to service providers for land line and T1 connectivity as well as POTS lines    Education Certificate Moraine Valley Community College Skills Help Desk, SCCM, Desktop Support Additional Information IT professional, who is knowledgeable on a wide range of IT disciplines, is a self-motivated and independent individual who keeps a professional demeanor with excellent communication skills. Extremely proactive in anticipating problems before they occur, has a rapid response to issues that may arise at any time and always maintains composure under pressure while striving to constantly improve.    PROFICIENCIES    Windows 10 Admin    Citrix Director    Office 2010/2013    AV Support    Windows Server 2012 R2    Lenovo Support    VPN; Juniper, Cisco    Citrix Receiver    Azure/Intune Portal    VoIP-Nortel/Cisco    IGEL Desktop iPhones/iPads    Active Directory    Service NOW    Office 365    VDI Support

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