IT Consultant IT Consultant IT Consultant - Picciano & Scahill New York, NY I am a hands-on Information Technology professional involved with IT project coordination, resource management, and process improvement. I am highly experienced in managing installations, maintenance, upgrades and administration of computer systems. I am a motivated, action-oriented problem solver with excellent project management and communication skills. Authorized to work in the US for any employer Work Experience IT Consultant Picciano & Scahill - Bethpage, NY 2018 to Present - Handle day-to-day maintenance of Windows Server environment of 150 PCs - Create runbooks documenting existing procedures - Perform Windows 10 upgrades - Client support on legal applications - Maintain remote CITRIX client base for iPads Project Manager Security By Design - New York, NY 2013 to 2018 - Managed security installations for large and small clients throughout the New York City area - Set up and programmed server systems and workstations as per client specifications - Consulted with clients on IT requirements, and training on various systems including CCURE 9000, Sielox, DSX, Genetec, Evo Solo - Conducted end to end testing of systems from panel to end devices, including card readers, door locks, IRs and DSMs, and trained users on system access and reporting - Provided installation and programming for surveillance on Genetec, Salient, American Dynamics, FLIR, Toshiba security camera systems - Met with general contractors and stakeholders to clarify requirements and ensure smooth execution of projects from initiation to final testing and acceptance Financial Advisor Prudential Financial - Uniondale, NY 2010 to 2012 - Marketing and prospecting using in-house and internet-based leads generation tools and agencies - Completed sales of financial products including annuities, mutual funds and insurance - Achieved Life Concierge award within the first 6 months of employment IT Manager/ IT Auditor Columbia Presbyterian Hospital - New York, NY 2002 to 2010 - Managed and supervised 2nd level IT support team of eighteen members - Reduced response and repair time by 60% - Managed Installations and upgrades projects on various systems Instituted daily team review of previous day's work and consequent recommendations to reduce recurrence and perform proactive maintenance - Hands-on server and desktop service including medical software maintenance - Maintained clearly defined roles and responsibilities to optimize technicians output. - Performed field audits on various

university systems by making field visits both locally and travelling to vendor locations - Reviewed final audits with management and met with users on remedial steps where applicable - Developed and reported on various compliance metrics to senior management Education Bachelor of Arts in Mathematics University of Guyana Skills Customer service, It support, Audits, access, Active Directory, testing, security Certifications/Licenses Driver's License Assessments Technical Support Proficient July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/udnm-2uqy2ocyqnj Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills Summary   * IT support specialist * Project management * Windows OS support * Systems administrator   * IT audits * Strong customer service   * Team builder * Financial investigations

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