IT Business Analyst IT Business Analyst IT Business/Support Analyst - Insight Global South Park, PA Work Experience IT Business Analyst Insight Global - Warrendale, PA October 2018 to Present Responsible for: Assisting with Technical IT projects   Backup 3rd level infrastructure support   Creating and implementing server/workstation images   Creating documentation to produce IT standard installs and configuration   Assisting in training users on new technologies such as MS Office 365, MS One Drive and Skype for Business Project Manager IDI Consulting - Pittsburgh, PA July 2017 to October 2018 Responsible for: Managing multiple IT Infrastructure build, infrastructure relocation, installation and upgrade projects   Scheduling weekly meetings and producing reports and metrics regarding project health   Working closely with UPMC employees and management to achieve project timelines and goals   Projects are based around infrastructure modifications to improve network speed and stability   Projects   Data Center consolidation   Replacing current Hyper V virtual environment with VMware virtual environment   Projects   USX Floor 47 cabling infrastructure and MDF/IDF full builds   USX Floor 50 cabling infrastructure and MDF/IDF full builds   USX Floor 4 cabling infrastructure and MDF/IDF full builds   USX Floor 6 cabling infrastructure and MDF/IDF full builds   USX Floor 36 cabling infrastructure and MDF/IDF full builds   USX Floor 37 cabling infrastructure and MDF/IDF full builds   Harbor Gardens cabling infrastructure and MDF/IDF full builds   Weyman Plaza cabling infrastructure and MDF/IDF full builds   Heinz Building Floor 6 cabling infrastructure and MDF/IDF full builds   Heinz Building Floor 7 cabling infrastructure and MDF/IDF full builds   Heinz Building Floor 11 cabling infrastructure and MDF/IDF full builds   Altoona Station Medical Center Fiber Refresh   Altoona Hospital Fiber Refresh   Altoona Surgery/Cancer Center Wireless Upgrade   Altoona HNA Switch Upgrade   Altoona Distribution Switch Upgrade Head of IT Accessible Recovery Services - Cranberry, PA January 2017 to May 2017 Responsible for: IT infrastructure, upgrades and patching   Phones and Internet connections for 12 locations   Server applications such as Antivirus, Remote Desktop Services, Active Directory   Network upgrades, installing new Cisco managed switches, increasing bandwidth and running new Ethernet cables   Providing support deskside or remotely Senior Technical Project Manager Synergy Staffing - Mount Lebanon, PA July 2015 to May 2016

Managed four active projects with assigned resources   Assigned tasks, resources, timelines and budgets for each project   Managed the time and efforts of twenty assigned resources over the three projects   Created all documentation and procedures for all projects   Utilized multiple monitoring packages including Cherwell, Archer, Check_MK, Solarwinds, Nagios, LanSweeper and Sever Monitor   Extensive work in Microsoft Excel 2013, MS Project 2013 MS, System Center Configuration Manager (SCCM)   Extensive work with Microsoft, Adobe 3rd party software applications   Projects   Data Center Migration Project Relocation of more than 15,000 servers both physical and virtual from onsite data center in Pittsburgh to a new data center in Camp Hill, Pa.

  OTV Project (Overlay Transport Virtualization) Deployment of Cisco software that allows for Vlans to be replicated to geographically dispersed datacenters   Enterprise Monitoring Solution Project Consolidated multiple monitoring applications to a single monitoring solution   Enterprise Updates/Patching Project Worked with SCCM and stakeholders from the business to create windows and update groups of servers   Tube City IMS Senior Manager, Global IT Operations Glassport, PA April 2007 to June 2015   Managed the helpdesk and technical support services including a 24/7/365 support center, supporting1000+ users in 100+ remote locations, both domestic and international   Managed, scheduled and oversight on projects for a team of twelve administrators in four separate locations   Configured and maintained all servers, both physical and virtual   Restructured Active Directory for entire organization   Managed the obligations required to achieve Sarbanes Oxley compliance   Coordinated data center relocation, including electrical, UPS, air conditioning, generator and monitoring systems   Produced Disaster Recovery Plan over a two-month period, implemented plan over a six-month period   Implemented geographically dispersed disaster recovery/business continuity plans   Assisted in building virtual environment and migrating physical servers to virtual servers.   Created virtual snapshot times and DR plans   Created all required DR documentation such as contract lists, checklists and step by step actions to be taken in the event of a real disaster   Produced a DR testing plan, to be completed every three months   Implemented video conferencing solution for both domestic and international location   Responsible for purchasing hardware requests   Responsible for managing mobile devices, monthly

reporting on voice/data/texting/usage   Responsible for managing vendors and contracts   Responsible for implementing new payroll timekeeping system   Responsible for monitoring/maintaining security systems including cameras, badges, cards and fobs   Developed RFQ for Hosted Services, selected/vetted candidates. I worked with partner closely to ensure project completion   Completed the first Microsoft Enterprise Agreement with Microsoft.   Introduced Lync as new communication/collaboration application.   Managed a project to reduce costs on Internet/telephone circuits by finding new vendors and technologies, resulting in a savings of $300,000/year   Worked directly with the CIO, IT and Business Management to select and implement a new global ERP system.   Replaced ineffective SPAM solution with a hosted web based solution, reducing the amount of SPAM by 95%   Extended travel for the business - South Africa, France, Abu Dhabi, Dubai, Italy, UK, Mexico, Poland, Slovakia, Canada and Trinidad

Network Administrator/Technical Services Manager Dick Corporation - Large, PA October 1999 to April 2007   Configured and maintain all servers, DHCP and DNS   Managed the helpdesk and technical support services including creation of 24/7/365 support plan   Managed Active Directory   Managed Exchange and Blackberry Enterprise Services   Provided recommendations and pricing for yearly budget   Managed a MS Live Communications Server   Configured and maintain all file and print services   Configured and maintained test environments for user account modifications and group policy changes   Responsible for setting up video conferencing system for regional offices (Pittsburgh, Hawaii, Guam, Las Vegas, Chicago, Puerto Rico and Washington DC)   Provided 24/7/365 support of internal and remote locations   Responsible for creating project plans and timelines as well as scheduling resources   Responsible for monthly after-hours server maintenance (updates, service packs and patches)   Responsible for providing documentation/implementation plans for upcoming projects annual budget meetings   Assisted in an upgrade Exchange migration from Exchange 5.5 to Exchange 2003   Responsible for implementing a change management system for server changes   Responsible for CNC duties in our JD Edwards OneWorld Xe system, package builds, configuring Deployment, Terminal and JAS servers Education Associates Degree in Information Technology in Information Technology

Computer Technical Institute - Pittsburgh, PA June 1995 to January 1997

Name: Debra Dixon

Email: kayla66@example.com

Phone: 270.230.3369x776