

Technology Analyst II Technology Analyst II Technology Analyst II - KeyBank Sloan, NY Authorized to work in the US for any employer Work Experience Technology Analyst II KeyBank - Buffalo, NY June 2012 to Present Provided technical assistance to customers on inbound telephone tech support calls. Used remote access to perform troubleshooting when needed. Conversion and implementation to WIN10 Operating System to entire bank Walked customers through step-by-step process for troubleshooting hardware issues. Used good problem-solving and customer-service skills for troubleshooting problems. Assisted co-workers with computer application questions. Receives, evaluates and prioritizes incoming requests from end-users experiencing IT problems Modifies configurations, utilities, software default settings, etc. for the local workstation Installs, tests and configures new workstations, peripheral equipment and software Maintains inventory of all equipment Manages PC setup and deployment for new employees using standard hardware, images and software Provide onsite & remote support to approximately 4000+ users. Perform pc/notebook/server hardware/software installations, upgrades and repairs. Training on new technology for first and second level support. Development of training documentation and knowledge base articles Systems/ Network Administrator Niagara Credit Solutions - Williamsville, NY June 2010 to June 2012 Network & System Administration for Windows 2000/2003 platform on Dell servers. User Administration for login (Active Directory) & email accounts (Exchange 2007) for 30+ users. Monitored LAN/WAN & WiFi connections and address any issue when they arise. Lead on the telecom system upgrade Vertical Wave VoIP system. Monitoring internal servers and computers for updates and upgrades to completed as scheduled Documents internal procedures and policies Correspond and negotiate with vendors regarding contracts and services to make sure that the contracts are the most cost effective for the company Head of Compliance Education Bachelors of Science in Business in Business Management Medaille College 2006 to 2008 Skills Active Directory (5 years), Microsoft Office (3 years), printers (Less than 1 year), Tech Support, CompTia, Desktop Support, Helpdesk Support, Mac OS X (Less than 1 year), CompTia A+ (2 years) Certifications/Licenses CompTIA A+ September 2018 to September 2020 Additional Information Skills CompTIA A+

Certified HP Certification for Desktops, Workstations and Notebooks Proficient in Microsoft Office,
Windows Operating Systems and HP printers Active Directory

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