

Hardware Support Coordinator Hardware Support Coordinator Hardware Support Coordinator - AES Corporation Evansville, IN Work Experience Hardware Support Coordinator AES Corporation - Petersburg, IN January 2016 to Present Manage and perform all tier 2 hardware and software support, and some tier 1 account administration at plant with approximately 400 users and 300 PCS

Performed Windows 10 and domain migration on all users and PCs Responsible for all mobile device management on more than 400 iPhones Perform all inventory management duties on all corporate computers, monitors and phones Set up all new workstations, carry out age replacements, and remove old workstations from service as needed Network Administrator German American Bank - Jasper, IN August 2011 to December 2015 Performed all hardware support, including printers, servers, routers, and terminals and PCs Updated Cisco routers IOS configurations and firmware, managed wiring closets at 40 locations Performed help desk duties: reset passwords, unlock user accounts Updated all hardware and PCs bank wide to Windows 7 from XP, including replacing older hardware and making older software compatible Controlled and managed company wide document management software Upgraded Citrix environment Site Technician IKON Office Solutions - Vincennes, IN April 2011 to July 2011 Repaired and maintained all printers and copiers, approximately 220 in total, at Good Samaritan Hospital Also provided support at other locations, Indiana State University (Terre Haute IN) and Bristol-Myers Squibb (Mt Vernon IN) when needed Paladin Consulting Temporary IKON Dec December 2010 to July 2011 10-Apr. 11 Site Technician Education Bachelor of Science in Computer Management Information Systems Southern Illinois University Edwardsville - Edwardsville, IL August 2006 to May 2010

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