

IT & Controls IT & Controls IT Manager Spartanburg, SC Authorized to work in the US for any employer Work Experience IT & Controls Haemonetics - Union, SC March 2017 to Present Coordinate and implement new plant equipment. Maintain and update existing plant equipment. Support an end user base of 3000+ worldwide. Manage budgets and create PO for all IT projects. Maintain Active Directory for new hire and terminations WonderWare maintenance Deskside support for IT related issues Manage Network Infrastructure Support site IT infrastructure Maintain a minimum of 99.8% equipment uptime status Manage vendors/contractors on site projects involving IT or plant controls IT Project Manager North River Integrated Management, May 2016 to March 2017 Site Project Management of Networking and IT related projects Managed the running of over 45,000ft of cat6e, termination and testing. Planned and executed IT infrastructure for new IDF closet Racked and configured switches and servers per clients specifications Installed and networked display monitors Implemented and managed WonderWare EMS monitor system Manager / Service-Now Administrator Haemonetics August 2013 to May 2016 Manage helpdesk agents. Support an end user base of 3000+ worldwide. Provide administration for Service-Now ticketing system. Manage, Coach and Develop 22+ technicians Service-Now Administrator Deskside support for C-level executives Maintain >90% Service Desk First Call Resolution (average of last 6 months is 95%) Hardware procurement and purchasing Support remote users who use Cisco Any connect via Bomgar Manage setup and operations of Video conference Polycom systems Assist users in an ISO cleanroom environment Create and maintain Knowledgebase articles in Service-Now Support iPhone, iPad and Airwatch Manage computer systems via Altiris Tier 2 - Technical Analyst Wolverine World Wide, Inc December 2009 to July 2013 Provide exceptional help desk support for 2000+ end-users (including remote users and retail location). First/Second-point-of-contact for support incidents. Maintain Active Directory for new hire and terminations Support Blackberries both user and server end Hardware support for desktop/laptop users and store systems Support remote users who use Juniper and Remote Desktop for VPN access Education Computer Networking / System Information Wentworth Institute of Technology - Boston, MA Bishop Feehan High School - Attleboro, MA Skills ACTIVE

DIRECTORY (6 years), ALTIRIS (2 years), WONDERWARE (2 years), ENCRYPTION (4 years), Project Management (3 years), Documentation (6 years), Change Management (3 years)

Assessments Problem Solving Expert July 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results:
https://share.indeedassessments.com/share_assignment/mu-jn4dlilzc-oqb Call Center Customer Service Expert July 2019 Measures a candidate's ability to demonstrate customer service skills in a call center setting. Full results:
https://share.indeedassessments.com/share_assignment/zy-09cbpbe9tronf Management & Leadership Skills: Planning & Execution Expert July 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results:
https://share.indeedassessments.com/share_assignment/reguvzkkrcct34at2 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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