

Dennis M. Dilbeck

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HIGHLIGHTS OF QUALIFICATIONS

Highly accomplished and results-driven IT professional possessing superior support skills. Demonstrates the ability to optimize operations that increase efficiency. Strong background in implementing systems that increase communications and reliability. Solid track record of consistently exceeding corporate goals through strategic planning, systems administration and project execution with emphasis on the following competencies:

- Systems Support and Maintenance
- Technical Support and Troubleshooting
- Network Administration
- LAN/WAN Management
- Data Communications

PROFESSIONAL EXPERIENCE

Self-Employed, Oregon City, OR 2007-Present

Owner/Operator online auction sales – eBay Powerseller

- Create & implement procedures for procurement, sales and shipping of products
- Maintain and manage all accounting and bookkeeping
- Maintain the highest level of customer satisfaction

Countrywide Home Loans, Rosemead, CA 2002-2007

Manager, Hardware/Software Support (LandSafe Title IT)

- Diagnose and resolve complex application issues in LandSafe's production systems
- Assist with managing successful deployment of new production applications & hardware to increase productivity
- Create detailed documentation for knowledge base of common support issues & other advanced tech support information
- Manage vendor relationships associated with LandSafe's third party applications
- Provide various levels of support for LandSafe's corporate and branch sites (approximately 200 users)
- Liaison between LandSafe and Countrywide IT infrastructure departments to assure business needs are being met
- Provide support for Citrix based remote applications
- Perform all special projects/duties assigned by Senior Management

Mbank, formally The Merchants Bank, Gresham, OR 1999-2002

Network Administrator

- Manage the deployment, maintenance, support and upgrade of servers, PC's, software, operating systems and printers
- Establish, plan and implement the policies and procedures to support MBank's PC support services
- Recommended changes to current and future network and systems requirements
- Troubleshoot and solve all desktop support issues
- Maintain vendor relationships critical to business continuity

TECHNICAL SKILLS / ABILITIES

- Strong background in installing, configuring, supporting Microsoft and Mac operating systems/applications
- Excellent customer service skills
- Strong organization skills and ability to multi-task
- Ability to work independently as well as part of a team
- Ability to communicate with others that do not have the same level of technical knowledge
- Ability to navigate internet for solutions to complex technical issues
- Demonstrate knowledge of remote access, virtual private networking and dial up networking connectivity
- Familiarity with LAN network cabling

EDUCATION

- Apple Certified Associate; AppleCare Service Training (in progress)
- Portland Community College: Business Administration and Information Technology
- New Horizons Computer Learning Centers: Microsoft MCSE 2000 Track. Completed course work for Win2K core classes and Exchange 2000