**Katherine Kelly**

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* Proactive & Responsive Hands-on Client Support
* Microsoft Servers 2003 and 2008
* Microsoft Exchange Server 2010
* Microsoft Windows XP and Win7
* Microsoft Office Suite 2010
* Project participation and Coordination
* Process and Procedure Documentation
* System Backup & Restore
* Security Software Management

**TOOLS AND SKILLS SET**

|  |  |  |  |
| --- | --- | --- | --- |
| Networking   * Ethernet * Wireless 802.x * TCP/IP * DHCP * DNS * Hubs, switches, routers * Virtualization | Systems Administration   * Windows Server 2008, 2000 * Active Directory * Exchange 2008 * Hyper-V and Virtual Box * Security Administration * Veritas NetBackup * Backup & Restoration * Remote Access VNC & RDP | Software   * MS Windows 7 & XP * MS Office 2010 & 03 * Adobe Products * Norton Ghost * Security software * Open Text DM * CT Summation iBlaze * Nuance eCopy PDF Pro | Hardware   * MS 2003 & 2008 Servers * Desktop, Laptops   RAID 5, 1, 0 and 10   * Mitel Phones * Network printers * 5 years Copier Repair * 14 years Electronics |

**ACCOMPLISHMENTS**

* Balanced workload of client desktop and server support, phone system, mobile devices, inventory, procurement, projects, vendor relations along with procedure and event documentation (Kolisch Hartwell and Williams Kastner)
* Successful keeping first generation Windows XP systems running while waiting for new Win7 PCs (Williams Kastner
* Upgraded to current version of McAfee Orchestrator on server and 600 systems remotely to isolate and stop destructive virus\worm moving through corporate network (WelchAllyn Monitoring)
* Built, managed and backed-up 7 2000 Windows Servers to store data, ghost images and backups (Intel)
* Wrote and presented proposals with cost and savings analysis for hardware and software procurement. (Kolisch Hartwell & Intel)
* Managed the successful replacement project installing PRI phone system and providing training to all personnel on use of new handsets (Kolisch Hartwell)
* Worked across multiple groups and departments to find solution for wireless development network isolation from production network (Intel)
* Designed and built backup strategy for engineering laptops (Intel)
* Presented a strategic plan to upgrade all monitors to LCDs and nine-year-old desktops to current models within one year, not exceeding budget constraints (Kolisch Hartwell)
* Standardized hardware and software, producing a savings in inventory, troubleshooting and repair time, technical support and knowledge base (Intel)
* Created a software license tracking process, eliminating illegal software use and saving money by using software already owned (Kolisch Hartwell)
* Implemented a shared and centralized MSDN library; cost savings were up to $2800 per engineer.

**PROFESSIONAL EXPERIENCE**

**Technical Support Specialist Williams Kastner & Gibbs Law Firm**

March 2011 – October 2012

* Provided client and server support desk-side and remotely in a Windows environment
* Succeeded in maintaining all technology equipment in the Portland Office, audio\video equipment, desktops, laptops, printers, copiers, servers and server room, network and wireless access
* Go to person for Vipre Security software and server for all 3 offices of the Firm, Seattle, Tacoma and Portland
* Maintained and monitored server backups with Symantec’s Backup Exec for Tacoma and Portland offices
* Troubleshot document management issues in DM and Outlook’s public folders
* Assisted with Active Directory, exchange accounts and public folder management, creation and access
* Maintained 7 year old desktop and laptops keeping them running till Win7 upgrade
* Projects included: restructuring Vipre security monitoring of systems, building Virtual servers, converting desktop PCs to Virtual Machines, migrating all printers to a Windows 2008 print server, provided the research to implement VNC+ for Intel’s vPro Technology

**Computer Consultant Your Computer Consultants**

January 2010 –March 2011

* Systems repair, technical support, training and consultation for individuals and small businesses
* Analyze client’s computing needs and budget then made recommendations for purchasing equipment

**Active Directory & Access Administrator InfoGroup Northwest @ OHSU**

Contract: Oct 2009 to Dec 2009

* Processed Active Directory and Exchange change requests for students & employees of OHSU

• Participated on project to set a naming convention and rename 3000 Active Directory Security Groups

**Systems Administrator Kolisch Hartwell, PC IP Law Firm**

March 2008 – January 2009

* Sustained and prioritized server and desktop support needs for 60 attorneys and staff along with 4 tenants
* Administered user accounts for Active Directory, Citrix Metaframe 3.0 and XenApp servers, MS Exchange, Remote Access, NEC Phone system
* of all hardware and software used by staff
* Managed purchasing reducing procurement costs by centralizing requests, equipment storage
* Refined and documented IT Processes and procedures as they became apparent
* Project Coordinator for all technical projects; communicated with Vendors and Consultants to plan, coordinate and implement upgrades, replacements, new services along with future growth needs
* Supported and maintained audio video equipment, network printers and copiers, fax , 2 Citrix servers

**Desktop Support Specialist Legacy Health Systems**

October 2007 –January 2008

* Supported WAN environment at Emanuel Hospital, including but not limited to medical offices, clinics, emergency department, ICUs and surgical suites
* Desktop & client support in an integrated Novell and AD network using MS Windows 2000 & XP
* Built, supported and troubleshot Windows based PCs running Picis, Pyxis, and E-Chart software
* Tracked and troubleshot system problems with printers, print servers, PCs, laptops and mobile carts
* Isolated problem with the LAN/WAN network, including hubs, switches, routers, patch panel, and cabling

**Client Technical Support Analyst 3 Unisys Corporation @ Bonneville Power Administration**

Contract: August 2006 – September 2007

**Systems Administrator Capgemini Consulting @ WelchAllyn Monitoring**

Project: Sept 2005 to Nov 2005

**Network Engineer \Systems Administrator 2001 Siemens Business Services @ Intel Corporation**

**Senior Customer Engineer 2000** January 1997 – December 2004

**Customer Engineer 1998**

**Associate Customer Engineer 1997**

**CERTIFICATIONS**

* SQL Server Administration
* Q-Logic SAN Certified
* Microsoft Certified Professional, MCP
* Comptia A+
* Comptia Network+
* Comptia Security+
* IBM Laptop and Server Warranty Certified

**EDUCATION**

Electronic Technology Associates of Science LAVC

Interdisciplinary Studies Associates of Arts LAVC

Windows 7 PCC

Active Directory Implementation PCC

Server 2008 Administration and Networking PCC