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| **Anthony J. DeCarlo** | 8030 SW Brookridge St  Portland, OR 97007-7639  503-858-4488  AnthonyDeCarlo93@hotmail.com | |
| **Operating Systems, & Applications**   * MS-DOS, 95,98,2000, XP, Vista, Win7 * Server 2000, 2003, 2007, 1012 * Active Directory, Novell * Citrix. RDP,VNC, * HP Service desk * Lotus Notes, MS Outlook. * MS Office Suites * Mainframe, AS400   **Networking.**   * Peer-to-Peer, Client/Server w/ LAN, Ethernet, Sharing Resources, Network Security, WINS, DNS, DHCP, FTP, & Site Development. * Routers, Switches, Hubs, wireless access Points, modems,   **Protocols**   * TCP/IP, NetBEUI, & IPX/SPX. * Wireless A/B/G/N * Bluetooth   **Hardware**   * Built and configured IBM compatible computers including power supplies, motherboards, floppy drives, CD-Rom drives, IDE cables, sound cards, modems, network interface cards, hard drives, video cards, CMOS, & BIOS. * Standard interfaces including ISA, PCI, IDE, AGP, Super PCI, Firewire, and Serial ATA. * Building and configuring Dell and HP Servers.     **EXPERIENCE**  **I.T. Helpdesk Specialist Nov 2012 – Current**  **US Bank, Gresham, Oregon**  **•** Take incoming support calls for over 65,000 internal employees.   * Closed over a thousand tickets ranging from simple password resets to location outages with a 99% success rate. * Enjoy working with different personalities, listening to their problem, and solving their issue.   **Helped a family member with a terminal illness** **April 2011-Nov 2012**    **Network Tech 2 Nov 2010 – April 2011**  **Covenant Technology Solutions, Gladstone, Oregon**   * Joined an eight-person team supporting five hundred Service Level Agreement (SLA) clients. * Handled everything from desktop support both on-site and remote support using various remote applications. * Rebuilt/repaired desktops and servers as needed for our clients both onsite or in-house. * Laid off due to lack of work.   **I.T. Manager**  **June 2008 – Nov 2010**  **Activate Cellular**, **Portland, Oregon**   * Managed 26 locations. * Oversaw all aspects of internal and external network. * Duties preformed include but are not limited to Active Directory, Terminal Services, Blackberry Server BES, Exchange Server, Back-ups, Print Server, local and remote support for all 26 locations. * Provided technical support for usability issues and critical site problems, as needed. * Accomplishments include the standardization of the internal/external networks along with remote accessibility and the installation of closed circuit camera security systems that are accessible from remote locations for the management to view. * Involved in installing everything related to technology on new store builds for retail locations in Oregon and Washington State.   **Network Technician** **April 2007 – June 2008**  **Umpqua Bank-Technology Advancement Group**, **Portland, Oregon**   * Position required loading Windows 2003 Server onto multiple Dell Servers while installing and configuring Citrix and multiple custom applications developed by Umpqua Bank. * Installed and configured Dell Open Manage 5.1 and I.T. Assistant to monitor servers on the network. * Oversaw the server room. * Promoted to take 3rd tier helpdesk calls on a daily basis, travel to local Umpqua Bank locations for network changes along with hardware delivery and configurations.   **I.T. Professional 1** (Contract Position) **July 2007-Sep 2007**  **Zidell Marine Corporation**, **Portland, Oregon**   * Installed and configured Dell Open Manage and RAS to remote servers. * Used Active Directory to manage the network, while creating user accounts, performing daily back-ups, assignment of users to appropriate rights on the network system. * Maintained servers and desktops via windows updates and configurations.   **I.T. Infrastructure Professional 1 March 2005 – March 2007**  **R.R. Donnelly**, **Portland, Oregon**   * Desktop support and computer repair for the entire Portland area. * Provided technical expertise for custom, application installation and upgrades while resolving technical difficulties within the deadlines provided. * Provided daily support and back-ups, with AS-400, for thousands of employees in over 35 locations, made possible by the operation of a cohesive support team. * Was in charge of acclimating employees to their computers and instructing them through navigation of the network. * Active Directory and Novell Console One were used to manage the network. * Creation of user accounts, unlocked accounts, while supplying users with appropriate rights on the network. * Accomplishments include the title of primary technician for the Portland Metropolitan area while troubleshooting through all user, computer, and network difficulties.   **Computer Technician/Machine Tester April 2003-March 2005**  **C.B.S.I.**, **Portland, Oregon**   * Installed and tested new and used reverse vending machines in Oregon. * Built new computers to replace the A.T. boxes that were returned. * Repaired all computers and printers.   **Help Desk II**  **July 2001-July 2002**  **Poorman-Douglas Corporation**, Portland, Oregon   * Lead supervisor for new cases in need of set-up, including management of 20-25 temporary employees on a very abrupt and spontaneous timeline. * Provided desktop support and software installations for over 300 users while keeping inventory and performing maintenance and repairs on all company computers. * Supported over 150 custom applications with the programming department including installations. * In charge of trouble shooting the application with the programmer, and teaching end users on application use. * Installed and tested custom applications performed with select advanced end users. * In charge of changing registry entries, .DLL files and edit .INI files for in-house programmers. * Upon completion of testing the software was installed company-wide.   **Computer Technician-Tek Systems Sep 2000- June 2001**  **Lockheed Martin**   * Performed asset inventory for over 3,000 computers. * Entered the BIOS and placed the company asset tag for security purposes.   **EDUCATION**  **Education Business Training Institute Graduated- April 2000**  **Network Engineering**, **Rochelle Park, New Jersey**   * GPA 4.0 * Completed 700 hour Network Engineering MCSE program.   **ACTIVITIES & AWARDS**  Ten separate awards received from Poorman Douglas for my continuous hard work and achievements. | |  |
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