

ANNETTE TERPSTRA

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CERTIFICATIONS

CompTIA A+, CISCO CCNA Cyber Ops

SUMMARY

Proven IT Lead who is a quick learner with solid technical skills and even better people skills. Ability to manage multiple time sensitive projects with great patience and professionalism. Currently working on security and cloud certifications.

PROFESSIONAL EXPERIENCE

Chicago Zoological Society, Chicago, IL

2011 – present

Senior Support Specialist

Second level support position that requires prompt answers, quick response times and precise documentation of client calls, emails, and voicemail sent to the IS Department. Lead on several zoo wide projects.

- Install, update, configure, trouble shoot PC hardware and software. Use Ghost and Dell Kace appliance to push installations and updates on Windows XP, Windows 7, Windows 8, Office 2003, 2010 and 2013. Use Symantec Endpoint Protection for virus protection and Exchange for email.
- Responsible for installation, configuration and troubleshooting all POS systems. Currently working with Infogenesis, Titan and TAM software on PCs, tablets and specialty hardware.
- Setup and install CISCO IP Phones, and perform basic voice system programming and troubleshooting as needed using CISCO Unified CM Administration.
- Create and maintain several Help Desk reports using Crystal Reports XI R2.
- Lead Customer Service Training for new zoo employees.

Source4, Chicago, IL

2006 – 2011

Network Administrator/Database Specialist

Managed all IT Operations for our location and led several key projects including a successful physical move of the entire infrastructure from one location to another.

- Administered all production Access Databases.
- Purchased, installed and maintained Windows 2000 and 2003 Servers including a domain controller, Exchange, file server, SQL 2005 server, and web servers. Created accounts on Exchange 2008 Server.
- Coordinated desktop support in a timely manner for all employees on site and in the warehouse. Supported Office 2000, 2003 and 2007 software as well as Windows 2000, XP, Vista and 7 Operating Systems.

Wheaton College, Wheaton, IL

2005 – 2006

Academic Lab Coordinator

Managed all activities related to the use of the student computing facilities at Wheaton College.

- Oversaw 5 computing labs that included the scheduling and management of all hardware and software acquisition, installation, and maintenance of PCs, Macs, Ricoh and HP printers, scanners and projectors.
- Administered the computer images for all labs and coordinated imaging using Novell ZENworks.
- Directed a team of 25 lab technicians, including hiring, training, scheduling and disciplinary actions resulting in a significant decrease in turnover.

The University of Chicago, Chicago, IL

2003 – 2005

Help Desk Manager

Developed and coordinated current first-level support procedures for the help desk team and increased first-level

call closure to 60%.

- Built a set of daily, weekly, and monthly reports for call reporting and also created over 50 asset tracking reports using SQL database and Crystal Reports.
- Formulated all new SLAs for the department.
- Engineered web based training documentation and help topics on the web portal using Dreamweaver.
- Administered the HEAT database on SQL Server.

EDUCATION

B.A., Sociology/Anthropology, William Paterson University
General Studies, Calvin College