Anthony Bennett

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IT Manager

Professional Profile:

Intelligent **IT Specialist** with *over eight years* of experience in the tech industry. I am an expert in my field who offers critical and innovative solutions to internal pain points before they become irreversible problems. I have excellent communication skills to help train new hires, facilitate cross-departmental planning, and streamline program analysis in various industries. I can work independently but I shine in team settings because of my demonstrated leadership during coordinated projects and tasks given by industry leaders. My goal is to learn new skills that will help advance my career.

Areas of Expertise:

- ❖ Software Management
- ❖ Conflict Resolution
- ❖ Project Management
- ❖ SQL
- ❖ Python
- ❖ Basic HTML/CSS
- ❖ Active Directory
- ❖ Database Administration
- ❖ Data Analysis

Skills Overview:

- *Impeccable ability to support large-scale complex projects* and execute strategies that increase team productivity while meeting projected timelines.
- *Documented success in organizational methods & problem-solving* with the ability to catch common mistakes and efficiently analyze technical issues.
- *Extensive field experience in various environments* that contributes to an advanced understanding of the tech industry and how to assess the needs of clients and peers better.
- *Seasoned team leader and cross-departmental communicator* with direct experience in hands-on campaign development.

Project Accomplishments:

Praised by internal users and external clients of Ettain Group Staffing Solutions, for dedicated hard work and energy to a large acquisition and ensured each user had a full understanding of their new workstations, which led to serving as many end users trusted point of contact for efficient and professional customer service increasing client and end-user retention for the year.

Received recognition in 2022 by IT Manager at ManpowerGroup for increasing the overall conceptual knowledge in onboarding training and workflow, which resulted in being promoted to a Knowledge Content Specialist role and began instructing onboarding courses for new hires.

Work Experience:

Deloitte

Senior IT & Business Process Analyst   Jan 2023 - Present

- Led the analysis and optimization of business processes, utilizing IT systems and technologies to drive operational efficiency and improve overall business performance.
- Conduct comprehensive assessments of existing systems, identifying areas for improvement and implementing innovative solutions to enhance productivity and streamline workflows.
- Collaborate with cross-functional teams to gather business requirements, analyze data, and develop strategic IT solutions aligned with organizational goals, ensuring seamless integration and effective implementation.

ManpowerGroup

Technical Support Engineer   May 2021 - Jan 2023

- Performed high level technical support to over 700+ end users, such as software monitoring, maintaining remote servers, hardware repair, and networking
- Directed weekly onboarding and off-boarding courses including creating user accounts in active directory, assigning system licenses, configuring user workstations, and writing scripts to implement system automation
- Spearheaded company wide system access and equipment migration

Cabarrus County Schools

Desktop Support Engineer   August 2020 - May 2021

- Coordinated software installations, network configurations, and end user workstations on domains including Microsoft Windows, macOS, and ChromeOS
- Assisted users with account issues such as lockouts, SSO, and password resets
- Organized and maintained asset inventory across various endpoints
- Assisted with daily work duties including setting up devices such as printers, routers, preparing equipment, and providing daily support for computer network users

IBM

Systems Administrator   May 2020 - August 2020

- Administered various databases such as SCCM, MECM, and Windows servers
- Reviewed and gathered reports identifying end user workstation requirements
- Managed to solve 300+ weekly user inquires through CRM ticketing queues like ServiceNow

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Certifications:

- Microsoft Certified: Azure Fundamentals
- Amazon Web Services Solutions Architect
- Amazon Web Services Cloud Practitioner
- Google IT Support Professional
- Dell Certified Systems Expert

Education:

University of North Carolina at Charlotte

Bachelor of Arts in Communication Studies

Jackson State University

Bachelor of Science in Computer Science