Barton D. Chess Jr

(937) 479-9082 darrell.chess@gmail.com

135 Sherman Ave Columbus, Ohio 43205

**Professional Experience**

**Rhinegeist Brewery** Columbus, Ohio

Distribution – November 2019 to Present

* Load & deliver product to customers throughout greater Columbus region
* Serve as liaison between Rhinegeist Sales team and customer accounts

**HRH Landscaping** Columbus, Ohio

Team Member – March 2019 to November 2019

* Provided garden care for clients across Columbus

**Ohio State University Wexner Medical Center/ TekSystems** Columbus, Ohio

Systems Specialist – September 2009 to October 2018

Radiation Oncology (2012 – 2018):

* Provided in-person and remote support to approximately 200 staff members in Radiation Oncology department during regular and on-call shifts
* Troubleshoot end user issues including access to clinical applications, password resets, VPN access, printer configuration, Citrix access, MS Office functionality/configuration, operating system functionality, and telephone/mobile device configuration
* Managed & performed Windows updates & server patches for department servers and end user devices
* Created & managed Active Directory users, groups, and group policy.
* Coordinated with vendors and various Medical Center IT Teams to resolve system issues
* Monitored & supported servers (physical and virtual) in our data center and department server rooms

Computer Operations/Help Desk (2009-2012):

* Organized data center to allow for easy identification, maintenance of all servers
* Helped organize and coordinate the removal and destruction of tape media
* Assisted data center administrator with server installation/removal/inventory
* Monitored and operated mainframe and associated hardware and systems/applications
* Served as first line for fault/problem detection and resolution; initiate department notification and resolution procedures
* Served as a contact point during unscheduled outages
* Performed mission-critical data backups; prepare backup tapes for offsite delivery
* Monitored access to the data center by employees and outside vendors
* Provide support to system users within the entire Medical Center (over 10,000 users supported)
* Utilize incident and knowledge management system; document service calls via Service Now

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**J.P. Morgan Chase/Insight** Columbus, Ohio

Help Desk Analyst – Tier II June 2009 to August 2009

* Successfully helped in the conversion of over 800 Washington Mutual banks to the Chase platform
* Remotely assisted the field technicians in completing tasks including, but not limited to, the preparing of workstations for imaging, installing peripherals, and setting up printers
* Used ticketing and tracking systems daily

**ComputerTraining.com** Westerville, Ohio

Junior Trainer (Internship) May 2009 to September 2009

* Assisted MCT with material preparation and classroom network technical support
* Assisted students with the setup of multiple parent and child domains on a single network
* Configured student accounts in the classroom Active Directory with proper accessibility to complete labs
* Imaged classroom hard drives to prepare for next series of Microsoft labs using Ghost imaging software
* Tested, troubleshoot, and repaired classroom computer equipment
* Installed and configured Vista, Windows XP and Windows Server 2003
* Instructed classroom reviews on topics covered in the previous week

**Education/Certifications**

**New Horizons**

Installing and Configuring Windows 10 – August 2016

**Help Desk Institute**

HDI – Customer Support Representative Certification – January 2011

HDI – Support Center Analyst Certification – July 2011

**ComputerTraining.com** Westerville, Ohio

Microsoft Network Technology Program November 2008 to May 2009

* MCTS (Microsoft Certified Technology Specialist - Configuring Microsoft Windows Vista) – January 2009
* MCSA (Microsoft Certified Systems Administrator) – May 2009
* **Technical Studies:** Microsoft Windows Vista, Configuration 70-620, Managing and Maintaining a Microsoft Windows Server 2003 Environment 70-290, Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure 70-291, Microsoft Internet Security and Acceleration Server 2004 70-350