Barton D. Chess Jr

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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(including Varian and EPIC software), 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 other 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

Professional Experience *(Continued)*

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

Ohio State University College of Engineering
Full Stack Web Developer Bootcamp   January 2021 – Now
HTML & CSS, Bootstrap, JavaScript, APIs, MERN, MySQL, MongoDB, Express, React, Node.JS

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