

Bishop Elliott Bader

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OBJECTIVE

To create value for both internal and external clients while utilizing my technical skills in a position without losing the company culture that I enjoy.

SKILLS

Systems	Windows OS, Windows Server , Linux, Mac OSX
Software	Microsoft Office suites, Active Directory, Citrix, VMWare, AppSense, SCCM, SCOM, SMA, Exchange
Languages	Intermediate German, Beginner Dutch, HTML, CSS, wiki markup, C++, C, Java, VisualBasic, SQL, PowerShell

BUSINESS EXPERIENCE

Hunton & Williams

951 E. Byrd St., Richmond, VA 23219

December 2010 – Present

- ▶ Provide excellent customer service and support to both internal and external clients
- ▶ Support as necessary on a 24/7 on-call basis
- ▶ Troubleshoot various software, hardware, and network issues on the spot
- ▶ Monitor systems to prevent and contain incidents
- ▶ Assess, prioritize, and manage heavy workload with minimal supervision
- ▶ Research, plan, and develop various tools and scripts
- ▶ Continued learning and immediate implementation of new skills
- ▶ Create and format content for knowledge base
- ▶ Travel to satellite offices to assist in the implementation of the network redesign

Financial Solutions

1123 Heatherstone Drive, Fredericksburg, VA 22407

April 2010 – December 2010

- ▶ Sustained superb client relationships
- ▶ Developed, updated and maintained complex databases
- ▶ Examined data for accuracy
- ▶ Troubleshoot and solved user problems

Continued...

October 2006 – April 2010

Counter Intelligence Agent (*January 2009 – July 2010*)

- Provided exceptional customer service
- Assisted clients with various computer problems on the spot
- Diagnosed and repaired various hardware and software related computer problems, including virus/malware removal and operating system repair
- Experienced knowledge and knowhow of Windows and Linux based operating systems
- Experienced knowledge of all PC peripherals
- Data recovery of client's PCs and notebooks

Senior Sales Associate (*June 2008 – January 2009*)

- Assisted in the management of a team of approximately 10 other sales associates
- Responsible for the training of all new employees hired in my department
- Provided excellent customer service

Sales Associate (*October 2006 – June 2008*)

- Provided excellent customer service

EDUCATION

ECPI University, Virginia Beach, Virginia

Received A.A.S. in Computer Science - May 2006

ORGANIZATIONS

Phi Theta Kappa Honor Society

CAPABILITIES

- Thorough and meticulous
- Proven ability to work in high stress situations
- Extensive experience dealing with clients
- Excellent written and verbal communication skills
- Continued skill development