**Casey L. Jones**

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336.469.7807

**Skills, Education and Proficiencies**

Troubleshooting Customer Relations B.S. in Biology (Concord University)

Desk-side Support Technical Documentation B.A. in Geography (Concord University)

Field Support Network Connectivity Software and Hardware Inventory

Helpdesk Support Wireless Networking Creative Problem Solving

**14+ Years of Professional IT Experience**

**IT Consultant** – Volvo Truck Corporation (contracted by Teksystems), Greensboro, NC – Mar 2014 – May 2017

* Provided support for multiple, proprietary Volvo/Mack programs used in the maintenance and repair of their products
* Diagnosed complex communication issues involving computers, vehicles, equipment and interface adapters
* Collaborated with multiple internal departments and third party companies to insure that the customers’ needs were met
* Generated weekly analysis reports that help identify and track performance trends in key software packages
* Worked as part of a committee to coordinate the creation of an in-depth knowledge base for the support team
* Provided software and hardware sales support for fleet customers
* Thoroughly and clearly documented calls in the BMC Remedy ticketing system

**Help Desk Analyst** – Wake Forest Baptist Health (contracted by Ettain Group), Winston Salem, NC – *Feb 2013 – Jan 2014*

* Provided support for numerous applications, including Exchange, Epic, Citrix, Remedy and SharePoint
* Acted as the first line of response for staff, health care professionals, students, patients and vendors with a high focus on the end-users’ needs and first call resolution
* Provided hands on support for workstations and peripherals, including those in patient and operating rooms
* Thoroughly and clearly documented calls in the BMC Remedy ticketing system
* Researched issues and frequently provided corrections for existing knowledge base documentation
* Frequently volunteered to work in low staff situations that required higher levels of personal responsibility

**Network Administrator I**

**Advanced Plant Field Technician** – Yadtel, Yadkinville, NC – *Dec 2008 – Sep 2011*

* Provided desktop support and assisted internal Network Engineer with Windows 7 migrations and server installations
* Performed software, hardware and network installation, maintenance and repair for business and residential customers
* Worked closely with administrators to develop the new “Yadtel Tech Solutions” department; including development of pricing and markup structures for services and creation of procedural documentation
* Provided Level III Technical Support for customer DSL connectivity issues and assured customer satisfaction
* Periodically provided on-site evaluation and technical sales support for Sales Staff
* Implemented, maintained and repaired Norstar MICS and CICS phone systems in diverse corporate, government and factory environments, including Category 5e cabling and Valcom paging solutions
* Cross trained regularly with Plant Center Combination Technicians for FTTP installations

**Junior Network Administrator** – Union Savings Bank, Cincinnati, OH – *Aug 2005 – Aug 2008*

* Coordinated the on-site repair, maintenance and deployment of software, computers, printers and network hardware for 26 branches located throughout the Midwest
* Worked closely with key executives to organize, maintain and update security documentation such as Vendor Confidentiality Agreements, Disaster Recovery Plans and Business Continuity Procedures
* As a self-taught printer technician, I serviced and maintained ~120 HP laser printers.
* Through my initiative to educate myself on the repair of NCR passbook printers, USB was able to save over $16,000 between April 2007 and April 2008 by eliminating a maintenance contract with NCR.
* Worked extensively with the CIO and Network Administrator to transform a fledgling IT unit into an effective, highly respected department, servicing approximately 500 employees
* Researched and recommended various hardware components and solutions