

Casey L. Jones

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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 - Yadkin Valley Telephone, 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