

David Surbey

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219.363.2919

Education

Bachelor's of Science in Computer Information Systems Technology

Purdue University '05-'09

GPA: **3.67/4** Semester Honors: **7** Dean's List: **6**

Summary of Skills

- Adaptable Presenter
- Strong Interpersonal Communicator
- Technical Writer
- Effective Troubleshooter
- Detail Oriented
- Efficient Diagnosis and Repair

Qualifications

Customer Service:

- Tutored college accredited courses in MS Office, Visual Basic Programming, Java, HTML, MySQL.
- Provided 1-on-1 and informal group training in applications such as Outlook, Groupwise, and Microsoft Office.
- Effectively supported customers off-site via phone and RDP based hardware and software support.
- Wrote and designed instructional software manuals and knowledge base articles for end users.

Technical Support:

- Assisted with or have been solely responsible for Tier 1 and Tier 2 technical support in large and small scale Win '98, '00, '03, XP, Vista, and Win 7 environments.
- Performed administrative tasks in Active Directory, and Samba Domain for small scale co-corporations.
- Implemented, configured, and troubleshoot peer-to-peer and client/server networks.
- Installed and supported audio visual equipment in home, education, and corporate environments.

Project Planning:

- Contributed to the introduction of a VMware based virtual desktop infrastructure for over 4,000 users.
- Created and executed onsite and offsite data backup procedures for several businesses and home individuals.
- Coordinated with end users and customers to determine optimum desktop software and hardware configuration requirements.
- Worked closely with customers to develop efficient and cost effective network resource plans.

Purdue University
North Central
Computer
Technician Level 7
Westville, IN
12/08 – Present

Dinocore: I.T.
Consultants, LLC.
Owner, Computer
Technician
La Porte, IN
02/09 – Present

Lightning Comm.
Systems, Inc.
Technical Support
Specialist
Michigan City, IN
05/07 – 12/08

Unitek Sealing
Solutions
Computer
Technician
La Porte, IN
10/06 – 08/07

Purdue University
North Central
Student Success
Center Tutor
Westville, IN
01/06 – 12/07