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SENIOR HELP DESK SUPPORT SPECIALIST
15 Years Experience within the Management of IT/IS Support Arena

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Certified Lotus Specialist, adept in the latest technologies. Strong computer network installation, troubleshooting, support and administration skills. Able to meet and exceed expectations in quality of service delivery for end-user support. Expertise in Voice Mail Systems administration and support. Team based interaction style and superior interpersonal skills. Strengths in:

• Windows XP, Vista, & 7	• TCP/IP, CISCO routers
• Xerox Copiers/Printers	• Firewall Protection
• HP Multifunction Machines	• Office 2003 → 2010 Suite
• Networking Support	• Firewall Protection
• Technical Support Services	• Customer Service

PROFESSIONAL EXPERIENCE

IT/IS Consulting

Systems Support Analyst
COMPUTER SYSTEMS SOLUTIONS, LLC   Hartford, CT
May 2006 till present

- Desktop support on computer hardware and software related issues.

- Handle roll-outs and migrations projects.

- Back up personal and shared data on home network settings.

- Replace hardware components and Windows OS installs with drivers and software.

- Physical memory upgrades and software upgrades.

- Antivirus and anti-spyware installs and clean-ups.

- Wired and wireless home network installs and setups with security settings.

- Support shared resources, i.e. printers, copiers, scanners, fax machines, central storage devices.

- Help Desk support to clients on their specific computer related issues.

Senior Support Specialist
THE COMMUNITY RENEWAL TEAM, INC.   Hartford, CT
Oct. 2000 - March 2005 and Jul. – Dec 2007

- Administered Norstar Phone/Voice Mail system and supported in-the-field end-users.

- Supported computer desktop, laptop and help desk for corporate & field employees.

- Maintained network resources, LAN & WAN for corporate and field equipment.

- Supported Internet and Intranet web-based applications for local and remote users.

- Managed Novel NetWare and Windows XP login and Password reset user accounts.

- Helpdesk on Email systems, i.e. MS Exchange, Lotus Notes and GroupWise users.

- Serviced employees on MS Office 2003 and 2007 applications installation and setups.

- Supported Windows Terminal Services remote users with connectivity issues.

- Installed, setup & maintained Xerox Document Center network, copier, fax machines.

Help Desk Analyst
KNIGHTS OF COLUMBUS   New Haven, CT
April & May 2006

- Provide help desk support to corporate, field and overseas clients
- Install security software to sales personnel company laptops
- Remote dial-in users support
- Network user id password resets
- Support users in accessing customized corporate specific applications
- Provide Lotus Notes Mail support
- Replace defective hardware components and update drivers

Help Desk Specialist
UNITED HEALTHCARE   Hartford, CT
December 2005

- Help Desk support to users accessing customized corporate specific applications
- Multiple application specific user id password resets
- Support remote users with Internet and Intranet web-based applications
- Escalate issues to Tier 2 and 3 for team resolution
- Document new issues with procedures to deliver proper and effective resolution
- Support users with reporting issues they encounter within trouble applications
- Tracking support calls and provide solutions per knowledge base suggestions

Help Desk Support Specialist
ORION CAPITAL COMPANIES   Farmington, CT
May thru July 2000

- Desktop and help desk support on desktop and laptop hardware and software related issues
- Handle Novell NetWare user account administration
- Provide Lotus Notes Mail support
- Help users mapping to network printer resources
- Support AT&T VPN Dial-In users
- Support IBM Mainframe Extra terminal emulation sessions
- Support users in accessing customized corporate specific applications

Systems & Support Engineer
TOYOTA Motor Credit Corporation   Shelton, CT
Dec. 1998 - June 1999

- Field Systems administration and support
- Desktop support with hardware and software issues
- Lucent phone and voice mail systems support
- Windows NT Server and workstation support
- CompuServe PAL95 dial-in users support
- IBM Mainframe RUMBA & Telnet sessions support
- Travel to field offices to support roll-outs and migrations projects

Help Desk Support Analyst

GENERAL ELECTRIC SUPPLY   Shelton, CT
May – October 1998

- Computer help desk, second tier support
- Windows NT Server and workstation support
- MS Exchange user account administration and support
- CompuServe GE eXtend dial-in users support
- IMB Mainframe FTP/Telnet sessions support
- Provide help desk support to corporate, field and overseas clients
- Support first tier help desk team with training documentation

Customer Service Engineer

IKON OFFICE SOLUTIONS   Bloomfield, CT
Sep. 1997 – April 1998

- Computer desktop and laptop repair of hardware components under warranty
- Software installs and upgrades of Windows OS and MS Suite applications
- Support clients field operations to visit their sites and render technical support
- Replace defective computer equipment and components on the spot
- Install and setup network printers and customize printing applications
- Provide technical support to sales personnel before and after clients purchase
- Follow up on clients printing equipment usage and customizations

Office Support Specialist

MANPOWER TECHNICAL SERVICES   Waterford, CT
Jun. 1996 – Aug 1997

- Reset user ids on Novell NetWare, Novell GroupWise and phone/voice mail system
- Support users with email and network printing issues
- Train new engineer personnel in the use of research software
- Assist office manager with implementing software on company computers
- Redeploy computers to personnel locations as they change work sites
- Report defective equipment for timely replacement by technical support staff
- Monitor network printers for paper jams and to keep them functional at all times

Network Operations Specialist

PLASTICS INFORMATION NETWORK   Providence, RI
Mar. – May 1996

- Assign and remove new user ids on Novell NetWare, HP3000, Windows NT and phone system
- Maintain and monitor security issues on all of the network systems
- Monitor backups on the HP3000 and the network systems on a daily basis
- Install new equipment and move any existing equipment as required
- Install software and give access to personnel as required
- Maintain inventory of purchased software and internally developed applications
- Provide technical support to corporate employees with windows, printing and applications
- Work with MS Office products. OLE features and VBA to streamline operations
- Ensure sales department portable systems are fully functional with latest applications and data