**Richard G. Dabate Jr.**

7 Birch View Drive

Ellington, CT 06029

Home (860) 454-7020

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## SUMMARY OF QUALIFICATIONS

* 11 Years’ experience in the Information Technology field with expertise in leadership.
* Successful in meeting new technical challenges and finding solutions to meet the needs of the customer.
* Dedicated, hardworking individual with the intercommunication skills to work at all levels of the organization.
* Exceptional abilities in project management with the organizational and supervisory skills to assure success. Delegates and monitor work to beat deadlines.

**COMPUTER SKILLS**

* Supporting of LAN hardware, software, end users, & administration, design, and installation
* Active Directory, Microsoft Windows Server, Exchange Server, Small Business Server
* Microsoft operating systems
* Some knowledge of Macintosh OS & Linux
* Backup Exec, network backup software
* Microsoft Office
* TCP/IP Ethernet Networking, DHCP and static IP addressing, Wireless Networking
* Trend Officscan & Symantec Endpoint Protection
* Symantec Altiris deployment imaging solution
* CITRIX and VPN based mobile/remote computing solutions
* System Documentation, Inventory and policy creation
* VMware vSphere Client,
* BES – Blackberry Enterprise Server
* Network Printing

### PROFESSIONAL EXPERIENCE

**Connecticut Computer Service Inc.,** Field Service Technician November 2004 - Present

Plantsville, CT 06479

* Lead Technician to run network conversions, including new servers, switches, network printers and desktops
* Work with customers to create a new network strategy to serve their needs.
* Configure new active directory on new systems
* Convert user data on servers and pc’s to the new system
* Work with the server team to resolve any issues
* Migrate customers applications to new servers
* Work with third party venders to install applications properly
* Perform superior post support after network conversion.

**ReSTAR, Inc.,** Systems Analyst April 2004 – November 2004

Glastonbury, CT 06033

* Installed and configured specialized accounting software called ACCPAC, on and off site
* Solved trouble tickets throughout the day
* Responsible for daily server backup procedures
* Involved in testing new software developed by ReSTAR

**Travelers Insurance,** Technology Support Agent December 2002 – April 2004

Hartford, CT 06101

* Provided national technical telephone support for all hardware, server and computer systems used by Travelers Insurance
* Received over sixty calls a day
* Trained customers over the phone on various applications
* Coordinated with other departments such as Email and Sever support to rectify issues
* Worked with limited escalation support allowing me to make managerial decisions on outages.

**Hartford Life,** Desktop Support (Contracted) July 2002 - December 2002

Simsbury, CT 06070

* Upgraded and supported all 500 end-user systems to Windows 2000 from Windows NT and Windows 95
* Maintained excellent customer relations while resolving hardware and network issues for all user getting upgraded
* Configured new Compaq Desktop computers, including hardware and software installations.

**Otis Elevator,** Technician (Contracted) February 2002-July 2002

Farmington, CT 06032

* Windows 2000 PC and Laptop Upgrade
* Configured hardware and installed a standard image on computers to be refreshed
* Performed a backup of all users data and personal settings
* Installed all approved software for new PC’s or laptops
* Supported 1000 end-users with any conflicts related to their newly refreshed computers

**Pitney Bowes,**Technical Team Leader (Contracted) July 2001-February 2002

Stamford, CT 06926

* Windows 2000 migration from Windows NT and Windows 95 consisting of over 6000 Desktops and Laptops
* Trained and Supervised twenty Technicians
* Involved with creation and modification of migration process. As I performed test runs on the process, I would report concepts that would help the upgrade go faster and more efficiently
* Set up portable servers and switches to ensure efficient data transfer
* Troubleshot network and application issues

**Desai Systems,** Technical Team Leader (Contracted)November 1999-July 2001

West Hartford, CT 06119

* Desktop migration project for United Technologies / Pratt & Whitney consisted of over 5000 Dell desktops and laptop PC’s
* Created a manual for technicians to user while I trained them on the upgrade process
* Managed 15 technicians within 5 locations
* Responsible for “quality control for each install or add this to the next bullet—Configured and imaged…to guarantee superior quality controls.

**EDUCATION**

**New England Technical Institute**, Certificate/Electrical March 1996-September 1997

New Britain, CT 06051

Coursework: Training for residential and commercial wiring

**New Horizons Computer Learning** June 1999- January 2000

Windsor, CT 06095

Coursework: DOS for Network Users, Administrating Windows NT, TCP/IP, Networking Essentials Supporting Windows NT, A*+ Certification Prep Class for 2000, Windows 2000 Professional, Windows 2000 Server*

**Manchester Community Collage**

Manchester, CT 06040

Coursework:

**CERTIFICATIONS**

A+

MCP ID: 3745404

Working toward the new MCITP certification