**Claude Edney**

**Objective:** To gain a position where I can contribute to the success of the growth of the company and excel my knowledge in this field as I grow.

**Computer Skills**

* VPN-using virtual private networks for account unlocks, password resets
* Active Directory, Exchange- user account status, password resets, unlocks
* TCPIP, PPP networks- checking network connections and online status
* FTP networking and file transporting systems- transferring secure files, and site uploading
* WAN, LAN, MAN, DSL, WINS, troubleshooting Virtual/Cloud environments and servers- Network topologies for troubleshooting network errors
* Windows NTFS, Windows 7, Windows XP, 95/98 Corel (all versions)
* CS5, Sony Systems, Nero Systems)
* Linux systems- database management, system troubleshooting
* Virus removal
* Mobile device support- for IOS, apple and android devices, software installation
* Customer Service and Administration assistant
* Hardware and Core support

**Vitalyst, LLC**, Bala Cynwyd, PA (Philadelphia, PA - October 2015 to Present)

* Managed Help Desk Support for major industries including SAP, Charles Schwab, EPA, SEC, Computer Sciences Corporation, and many more
* Internal Help Desk Support
* Tier 1,2, and 3 level support- help desk support for company based and created software through application support for users
* Software coaching for Microsoft Suite, Adobe software, SharePoint POS, Lotus- troubleshooting software issues and “how to” coaching for users
* Active Directory, Exchange, PeopleSoft- user account status, password resets, unlocks
* Password, RSA Tokens, and Pin resets and retrievals/Unlock Accounts
* Troubleshooting software problems and software coaching for application users
* Citrix virtual machines for supported company VPNs to check ticket statuses, employee time sheets, and troubleshoot application and connection support
* Cloud based server IT support and ticketing
* Windows Server Support
* Networking Support- TCP/IP, FTP server
* Exchange, Active Directory, remote phone support

**Police and Fire Federal Credit Union,** Bensalem, PA

# Online Teller/Customer Service (May, 2015-August, 2015)

* Online Teller
* Personal financial and accounting banking transactions online
* Online technical support- web browser troubleshooting, online connection troubleshooting for personal computers, transaction corrections for online account transactions
* Mobile technical support and phone support- support for mobile device and phone banking, pin reset and account enrollment, alerts and updates, connection troubleshooting, settings configurations for bank transactions
* Full online support for transaction applications, CRM, and salesforce

# Inspiritec Department of Welfare, Blue Bell, PA

# IT/Customer Service (November 2014 – April 2015)

* IT help desk- information technology helpdesk for all employees and applicants including troubleshooting, online application support, connection troubleshooting
* Online application assistance
* VOIP, SIP, STMP for dialer connections
* Dialer set up
* Network Administrator – group policy procedures, connection admin, server support
* Customer service- application processing
* Helping Pennsylvanians get insured
* IT, Dialer maintenance, Networking, customer service
* DNS troubleshooting
* TCP/IP Protocol
* Ipv4 and Ipv6 troubleshooting

# Medical Direct, NE Philadelphia, PA (November 2014-May 2015)

2nd and 3rd shift/IT-Customer Service

* Customer Service
* IT/Network Admin for online dialer,
* que online connections
* Medical device upgrade sales
* Active Directory, Exchange- user account status, password resets, unlocks
* Group Policy Administration
* Network administration – small private network
* Sage MAS90 for A/P, Credit card transactions

**1&1.com,** Blue Bell, PA (July 2012 to December 2014)

# SEO Specialist, IT

* CRM- scalable use of emails, business documents, widgets, website building content and management
* Customer Service outbound
* Coordinated Salesforce software for lead lists
* Inside Salesperson of the week 6 weeks in a row
* Inside sales marketing top earner for website sales
* SEO,SEM,Social Media Marketing experience
* working as a client support analyst in busy tech call center or related experience.
* experience troubleshooting in a client/server environment tech
* Active Directory, Exchange- user account status, password resets, unlocks
* experience working with MS SQL previous data-center experience such as installing and configuring server hardware and operating system
* Basic Computer Skills

**Digital Media Solutions Incorporated** (October 2005 – December 2015)

Atlanta, GA/Philadelphia, PA/New York, NY

Lead Producer

Per Contract Basis Production

Lead Producer/Developer

* Independent Filming
* Independent Sales Coordinator
* Coordinated sales with all City Sounds music stores as well as many local stores
* Merchandised digital media products including dvds, cds, and digital content
* Accounting and Tax filing for S-corporation business

Web and Digital Media content Producer

* Event filming and web commercial broadcasting
* Independent Distribution in Atlanta, Chicago, Philadelphia, Phoenix, LA, St. Lous, and DC
* Live performance and entertainment business
* Supervised and managed independent contracted crews of 3-10 people
* Supervised and managed commercial independent film sets

EDUCATION

# Associates Degree Credits in Digital Media

Art Institute of Atlanta - Atlanta, GA 2005 to 2007

# Associates degree transferred credits in Digital Media

Art Institute of Phoenix - Phoenix, AZ 2005 to 2005

# Associate in Business Administration

Temple Univeristy - Philadelphia, PA

2003 to 2005

SKILLS

**Comp TIAA Online Training for A+ Exam (Core and hardware)**

**Advanced Study in Computer Science and Engineering**

Massachusetts Institute of Technology (currently attending online)

Computation Structures

Digital Abstraction, combinational logic, voltage encoding, sequential logic

CMOS technology, gate designing, timing

Canonical Forms, synthesis, simplification

Online Enrollment for official certification and currently taking classes

**LinuxFoundationX: LFS101x.2 Introduction to Linux**

**Office Computer Suites**

* Computer Skills Computer Knowledge
* Proficient in Quickbooks 2007-present
* Microsoft Money 2005-present
* Microsoft Office Suite.
* One note, Lync, Skype, Microsoft money, salesforce, Adobe Acrobat, Office365

**Digital Media and Video Editing**

* Proficient in Video Editing
* (Pinnacle Systems, Ulead, Final Cut (all versions),
* After Effects,
* Adobe Premiere, Sony Vegas, Avid (all versions), imovie, windows media player, Lightroom, Davinci Resolve 9-11,
* Shake, Pro-tools, Nuendo for audio editing, Sonar,
* Screencast for tricaster and webcasting

**Certifications:**

* **Tier 1 support,**
* **MS Outlook 2007-2013,**
* **Excel 2007-2013**

**Online Enrollment for official certification and currently taking classes**

* LinuxFoundationX:
* LFS101x.2 Introduction to Linux
* Centos6, Fedora, Ubuntu, OpenSuse