

# **Douglas H. Pulsifer**

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## **Professional Qualifications**

- Experienced Desktop Support Specialist with expertise in problem solving and customer satisfaction
- Strong technical Skills (Microsoft and Apple) in both software and hardware support
- Dependable in meeting deadlines (SLA) while adhering to strict policies (HIPAA) and securing data integrity
- Capable of adhering to the process and goals while working in a high stress environment

## **Recent Professional Development**

- Apple Certified Mac Technician (November 10, 2014)
- Configuring Windows 8.1 (November 21, 2014)

## **Accomplishments**

- Reduced outstanding support tickets by 50% as a focal point of SCRUM team
- Repurposed computers to other department to reduce cost
- Created redundant system hardware backups for medical research equipment

## **Technical Support Skills**

- |   |                                       |
|---|---------------------------------------|
| • Microsoft Office suite                  | • Malware/Virus removal               |
| • MS Outlook, archive, delegate, calendar | • Web Browsers (IE, Firefox Chrome)   |
| • IOS and Android phones and Tablets      | • Symantec Antivirus and Ghost Images |
| • Printers and printer queues             | • Data protection and recovery        |
| • McAfee Encryption                       | • System Migrations, XP Win7, Win8    |
| • Batch file scripting procedures         | • Documenting procedures              |

## **PROFESSIONAL EXPERIENCE**

**University of Massachusetts Medical School, Worcester**  
***Senior Desktop Support Engineer***

**12/2000-06/2015**

- Migrate computers to new platforms while securing data (Windows, Apple)
- Microsoft Office support and installation particularly MS Outlook.
- Remove malware and viruses from computers
- Setup and troubleshoot VPN software. (Juniper and Cisco)
- Troubleshoot Web applications and Web browser extensions on different web browsers
- Configure and manage IOS and Android mobile devices
- Create and troubleshoot Printer Queues
- Administer Client Management Tools. (LANDesk, CompuTrace, Deep Freeze, Antivirus, Norton Ghost, MacAfee encryption)
- Devise and implement procedures to ensure customer data retention during migrations and upgrades, and recover data.
- Document procedures for supporting end-user systems.
- Act as escalation point/subject matter expert for Desktop staff facing challenging support requests.
- Provide detailed reporting to management regarding current and ongoing initiatives.
- Use Active Directory to troubleshoot user and computer accounts
- Educate customers in one to one sessions around the proper use of systems and securing data.
- Demonstrate ability to communicate non-technical and technical matters effectively, verbal and written.
- Maintain data security and confidentiality in accordance with applicable federal, state, and local guidelines.
- Responsible for training new hires, interns and contract workers
- Automate processes with batch file scripting

**Sonoco Packaging, Devens MA****12/1999 – 12/2000*****System Administrator/Desktop Support***

- Solely responsible for all levels of support for 80+Desktops/laptops
- Add non-standard hardware to workstations to satisfy users needs
- Troubleshoot Network connectivity problems within plant and over the WAN
- Support Lotus Notes mail clients
- Implement solutions to minimize data integrity during computer upgrades (Ghost)
- Support Intermec systems used in inventory control
- Install and Maintain HP printers
- Install/upgrade Mainframe application (Reflection, PeopleSoft)

**University of Massachusetts Medical School, Worcester****06/1999-12/1999*****Network/Desktop Migration Engineer (contract)***

- Install \ Upgrade Window PC's (IBM, DELL, GATEWAY) to NT VLANS from Banyan network
- Setup and troubleshoot network protocols (TCP/IP, DNS, WINS, and RAS)
- Test and Resolve Y2k issues in BIOS, WIN98, Windows NT and Applications
- Implement Service Pack and upgrades on WIN98, Windows NT, MSOffice, and Browsers
- Confirm User satisfaction with PC setup including, Profile, Desktop settings and Network Drives
- Participate on a team to determine Y2K compliance of Desktops
- Develop backup strategy for Upgrades and Migrations

**Computer Learning Centers Inc., Methuen, MA****12/1998 – 06/1999*****Networking Instructor***

- Administer User accounts on Novell 4.11 and NT 4.0
- Present courses on Microsoft and Novell Networking technologies
- Install and Maintain Compaq Servers and workstations for Classrooms (NT and Novell)
- Prepare troubleshoot classroom equipment to support the student labs (NT and Novell)

**Micro-C Inc., Hollis, NH****11/1997 – 11/1998*****Network/Computer Field Engineer***

- Administer User accounts and home directories on Novell 3.12 and NT 4.0
- Configure and warranty repair **Compaq** Products
- Build and upgrade Servers with RAID
- Service Laptop and Desktop Systems from Gateway, Dell, Acer, Compaq, IBM, Digital, Toshiba, and Micron
- Troubleshoot Workstation connectivity, 50/50 NT and Novell at over 20 different customers
- Rollout Win3.1 to 95 and Client16 to Client32 for a customer with 300 users on NetWare
- Configure printers and resolve printing problems on NT and Novell networks

**BSG/Training Unlimited Inc., Lowell, MA****10/1996 – 06/1997*****Network/Computer Field Engineer***

- Provided instructions on system support and PC applications to a diverse group of students
- Networked Classroom including identifying and procuring equipment
- Determined system and software requirements
- Procured systems supporting business opportunities (saving \$300 per PC)
- Upgraded and maintained classrooms and administrative systems

**EDUCATION****Dennis-Yarmouth Regional High School, Yarmouth MA**

- High School Diploma