RÉSUMÉ Edward Tisdale <u>Tisdale.edward.t@gmail.com</u> Cell (619) 549-2859

Summary   Though I cannot show you very many on-the-job tasks in Web Forms, Design, or Programming, I can list Web skills and a website, as well as tout a 2 year Computer Science degree, and experience in other areas of IT. I am motivated and

Skills	Create an HTML page from scratch using Text Editor
	Comfortable With Linux as well as Microsoft Operating System environments
	Ability to Use CSS to position and format text in HTML code
	Some historically earlier uses of Javascript to produce Dynamic HTML
	Some historically earlier uses of Java Server Pages with HTML forms and ODBC/RDBC
	Draw a similar picture from a painting on the wall or from a real life scene
	Painting programs like Gimp, RGBPaint, Gpaint, MS Paint,
	Ability to use a basic camera
	Ability to use Text from File to Merge Word Documents
	Eager and work within my window of reponsibility
	website on github
Education	Certified in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Administration Fundamentals, HP APS Desktops, Workstations, and Laptops, VMWare Vsphere: Skills For Operators
	LinkedIn will show also assessments in Sharepoint Administration, Microsoft Office Specialist, Word Processing, Data Modeling, RDBMS Concepts, MS SQL Server, Web Design Concepts, HTML, Programming, Javascript, ASP.NET
	Associate In Arts **Computer Science**
	Studying Active Directory, ITIL 2011, Exchange 2010, Azure

Work History

<u>*February 2015 to Present*</u>*: Epsilon, Inc.* **IT Specialist – Mid/Senior**
- Server deployments and Decommissioning
- Backups
- Triage
- Server Farm Health Checks
- Also
  - Satisfied Facilities requests to power down the server farm for maintenance after hours
  - Assisted in large equipment move that required after hours power down.
- Required: Communication with several product groups with my section, as well as other sections, through email, ticketing, chat, in person, on the phone, on conference; use of company Collaborative Knowledge sharing intranet repository and share drives. Continued yearly training

<u>*August 2014 to February 2015*</u>*: Epsilon, Inc.* **IT Specialist - Mid**
- Remote Desktop Assistance to End Users experiencing issues with Software Functionality/Updates, Website Access, Network Connectivity and Escalating Systems and Network Level tickets to proper departments
- Microsoft Active Directory Users and Computers console, Microsoft Remote Assistance and Remote Desktop Connection, Java updates, BMC Remedy, internal applications
- Used Online knowledge base as well as help from Tech Leads

<u>*September 2013 to August 2014*</u>*: Apex Systems, Inc.* **Deployment Tech**
- Country-wide large-scale XP-7 seat refresh and data migration and next-day follow-up
- Follow-up could lead to general software configurations/fixes such as rebuilding Outlook user profiles and helping customers find PST files, rebuilding Windows user profiles, forcing software updates, getting customer connected on the help desk phone, covering variances from the day before, Troubleshooting network connections
- Worked on a large team of which on each new site a few were selected for the roll
- Communicated with the site contacts and deployment leads

- Trained several new employees
- Worked on other projects, including pulling an os upgrade using an external hard drive configured for sccm, and recall replacements
- Responsible for my own expense reporting and checking into sites on time

October 2012 to September 2013: *The Experts, Inc.* **Deployment Tech (***same position as above, different contract***)**

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Relevant Shorter Contracts prior to October 2012
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<u>**November 2011 to March 2012**</u>: *Newagesys, Inc.* **Desktop and Server Admin Assistance**
- Worked in a back-office IT department at a Pharmaceutical company, performing physical and virtual Desktop Refresh as well as some rebuilding and moving of servers, and configuring RAID arrays
- Documentation of workflow and server inventory using Visio and OneNote, and Excel
- Physical desktop builds were CentOS Linux. VMs were Windows XP, deployed with Vmware

<u>**March 2011 to June 2011**</u>: Scentsa Media Networks, ***Technical Support***
- Deployment of Digital Signage to about 400 Barnes and Noble Bookstores
- Primary contact with Store Managers by phone for network connection readiness. Communicated also with IT Departments when necessary.
- Checked in and Checked out Site Survey and field Install Techs. Performed some troubleshooting by phone in between check in and check out
- Analyzed Floor Plans and Site Survey Photos to determine Install locations
- To help organize call procedures: Created simple HTML/CSS markup pages
- Use of Excel to keep track of tech phone numbers and look up Shipping tracking information
- Warehouse packaging and mailing
- Some testing of wireless cards and media players
- Technologies used: Salesforce CRM, Rhombus, Dropbox, Windows 7, Outlook/Gmail

<u>**September 2008 to December 2008**</u>: Campbell Certified, Inc., ***Data Entry Help***
- Worked With Document Control, Accounting, HR and Employees, Front Desk, PM, Estimating, Shop Foreman, 3rd party Tech Support, 3rd party Software company
- Entered Bill of Materials info, Customer and Vendor contact info, Transmittals, Change Orders, RFI, POs, Shipment info

<u>**July 2004 to July 2008**</u>: FNC, Inc., ***OCR Verifier***
- Supported OCR Production. OCR Production was responsible for scanning documents into Optical Character Recognition software. OCR Verifiers were responsible for correcting errors made by the scanning software
- Tasks Included
  - QC Job/Image: Assigning correct OCR template to each scan according to SLA
  - Data Correction: Correction of the scans
  - Data Review: Going back over completed Data Corrections of others in Data Corrections
    - requirement to also train new OCR Verifiers in Data Correction
  - Reviewed based on Speed, Accuracy, and Reliability
  - Awarded in Accuracy, Ranking, Production, Attendance, Helping Out