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

Summary	Desktop, Server and Storage Administrator Contractor Ready for Permanent Employment
Skills	6 Months Experience in an Enterprise Service (Help) Desk
	Familiarity of ITSM from study for ITIL 2011
	BMC Remedy Ticketing (Incidents, Work Orders, Change Orders)
	3 months of Independent Desktop, Laptop, and Printer field repairs and installations
	2 Years experience performing Desktop/Laptop Refresh (IMAC)
	Documentation Editing of Server Deployment Procedures
	Communicated with AD teams, Exchange Teams, DBA Teams, Network Teams, Storage Teams, Application Teams, Project Managers
	Attended Weekly Conference Calls where Teams and Upper Management provide updates on current and future goals
	Checked In/Out Remote Service Techs and received phone calls concerning their progress.
	Monitored Systems, and communicated findings to those making change decisions
	Worked overnight hours and weekends
Education	Certified in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Administration Fundamentals, VMWare Vsphere: Skills For Operators
	Associate In Arts **Computer Science**
	High School Diploma
	Studying Active Directory, ITIL 2011, Exchange 2010, Azure, VMWare vSphere 6.0
	Ultimate Bootcamp

Work History

*February 2015 to Present: Epsilon, Inc. **IT Specialist – Mid/Senior (contract)***
- Server deployments and Decommissioning
  - Worked with Networking team to arrange IP addressing, VLAN and Port Density
  - Worked with Plans and Project Managers to coordinate scheduling
  - Worked cross-departmentally through Change Orders, using Remedy tickets
    - departments: Storage and VDI, Applications, DBA, Facilities, Directory
- Backups
  - Netapp Snapmanager for Exchange and Snapmanager for SQL Monitoring
    - Some troubleshooting was done when backups failed
- Triage
  - Created and received Remedy work order tickets
    - Monitored/Helped resolve issues reported from a proprietary automated Systems and Networking device reporting tool
    - performed patching manually, with wsus, and sccm on servers
- Server Farm Health Checks
  - Kept Excel Spreadsheet of all physical Server Inventory, tracking rack location, owner, ip information, warranty information, kept uploaded to a collaboration site
  - Upgraded and replaced faulty hardware and cabling including RAID Controller batteries, failed SAN disks, fiber cables, RAID 1 SAS drives
  - Monitored alerts and out of date tools in the Vmware vcenter environment
  - Troubleshot connectivity issues at HBAs and NICs
- 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

*August 2014 to February 2015: Epsilon, Inc. **IT Specialist – Jr./Mid (contract)***
- 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 company network knowledge base as well as help from Tech Leads

September 2013 to August 2014: *Apex Systems, Inc.* **Desktop Support (contract)**
- 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)*

Shorter Contracts, prior to October 2012

July 2012 to October 2012: Abbtech Professional Resources. ***Computer Tech (contract)***
- Worked in an IT department in a hospital to complete refresh of computers and monitors for the hospital staff

March 2011 to July 2012 **(between job activities)***: Barrister Global Services Network* ***Field Computer/Printer Break/Fix (Service Technician) – (On-Call)***
- Worked independently from my home using my own vehicle, resourcefulness and resources, as well as Online HP knowledge base as an HP Partner to perform repairs on HP Commercial Desktops, Workstations, and Notebooks, as well as some residential customer computers and some other brands, and later moving on to printer repairs
- These were considered Mission Critical service calls
- Ticketing was done on-line, using Nexterna Clearview. Phone and email communication used as well.
- Typical day would be to pick package up at a shipping depot, arrive on site, meet with on-site Manager, get shown the work area, explain the work I would be doing, complete the work, call Barrister with any issues or of completion, then go home and upload documentation to close out the ticket
- This was not part time or full time work, just worked when tickets were available to complete
- Repair Examples: laptop keyboards, laptop and desktop hard drives, touchpads, power modules, display screens; Point Of Sale pin-pads and monitors; power supplies, graphics cards, motherboards with tattoo; printer fusers, transfer kits, formatters, dc controllers, rollers and other small components
- Brands Repaired: HP, Lexmark, Hypercom, Dell, IBM, Samsung, Averatec, Estee, Brother

February 2012 to March 2012 and
November 2011 to December 2011: Newagesys, Inc. **General Support (Linux, Windows, Java) (Contract)**
- Worked in a back-office IT department at a Pharmaceutical company, performing Desktop Refresh as well as some rebuilding of servers
- 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.
- 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

August 2011 to September 2011: *Insight Global, Inc.* **Desktop Support (Temp)**
- Project of Removing decommissioned equipment from a no-longer-used building
- Involved clean room (Chemical environment), following the lead of Company staff's instruction, heavy lifting and moving, precise placing of tags on decomm'ed equipment

March 2011 to June 2011: *Scentsa Media Networks* **Tech Support (contract)**
- Deployment of Digital Signage to about 400 customers (Barnes and Noble Bookstore Managers)
- 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

October 2009 to March 2010: *Global Resources, Ltd..* **Support Technician (Temp/On-Call)**
- Performed 4 tasks On-Call: Site Survey, First Day Audit, Internal USB Refresh, Equipment Replacement

August 2010 to September 2010: *Oakland Consulting, Inc.* **Help Desk Tech (Contract)**
- Kept up with a Dynamically-Updated ExcelSpreadsheet to find needed updates, then Remotely providing updates to user workstations.
- Technologies Used: Dameware, RDC , Outlook, Excel, Phones

July 2010 to July 2010: *Native Staffing* **Tech (Temp/Con-Call)**
- Performed 2 tasks On-Call: Lexmark Office Printer installs

November 2009 to December 2009: *Jacer Corporation* **Help Desk** *Tech (Contract)*
- Assisted Warehouse Lead in Clinic Deployments of Laptops and Monitors
- Use of Warehouse equipment, minus the forklift, was required
- Norton Ghost, Excel
- Also watched the PC Lab a few times and took a few calls, did some break/fixing, cable testing

January 2009 to April 2009: *Ultimate Staffing / Ledgent* **Help Desk L1** *(Contract)*
- Assisted Systems Admin / Help Desk in completing tickets.
- First job in IT. Used skills in Customer Interview, Image Install, Break/Fix, Moves and Deployments, Software installs and upgrades, Conference Room Projector Setups, Filing, Email Data Migration, Asset Disposals, Monitoring Printers, Network Connection Troubleshooting, Proxy connection from client browser, Image Building