Mark Schutz

IT Specialist

Danvers, MA - Email me on Indeed:

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Support Technician

Unisys   -   Haverhill, MA -

February 2017 to Present

• Support 100+ end users with all types of IT related problems or questions
• Monitor all IT related equipment on a daily basis
• Fix, repair or replace any outdated or broken equipment
• Repair/Update any computers, laptops, monitors,thin-clients, printers, IP phones, headsets, or cell phones that need updating

IT Specialist

Amazon   -   Everett, MA -

2015 to February 2017

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• Support 150+ end users with all types of IT related problems or questions
• Monitor all IT related equipment on a daily basis
• Fix, repair or replace any outdated or broken equipment
• Update any computers, laptops, thin-clients or Kindles that need updating

IT Support

International Lighting   -   Peabody, MA -

2014 to 2015

• Support 50+ end users with problems such as boot-up, logon, password, printer, application, installation, networking, missing files and folders, and peripheral problems and questions
• Monitor all servers to track errors, disk usage, and any error messages from previous night or business day and Log all computer-related activities occurring during shift
• Patch and update all company computers and servers and apply all incoming software patches both locally and remotely

IT Specialist

Symmetricom   -   Beverly, MA -

2011 to 2013

• Installed operating systems, applications and user data on new PCs and laptops; re-imaged current equipment; set up and maintained VPN connections
• Set up mobile phone connection to corporate network
• Create and maintain user and computer accounts and user profiles, and exchange accounts
• Solved all computer problems and questions in TCP/IP environment both locally and remotely; set up and ran backups and restores
• Set up and maintained print server and connection to printers, as well as some virtual servers; tracked and documented all issues with Track-it software

Helpdesk/Network Engineer

Dell-Perot Systems   -   Boston, MA   -

2006 to 2011

• Provided full range of Coast Guard IT asset administration services in secure IT environment
• Installed and troubleshot Coast Guard-developed and commercial applications
• Enforced tight configuration controls; changed approval to maintain system accreditation
• Ensure proper implementation of access controls to meet network security requirements
• Utilized remedy for tracking service requests for 6,000 users and 75 servers distributed across 55 active directory sub-nodes both locally and remotely
• Created and maintained active directory user accounts, user profiles, and exchange mailbox accounts
• Performed server maintenance activities, including re-allocation of mass storage space, cleanup of user directories, and maintenance of print server listings
• Configured and maintained system backup jobs and provide backup recovery processes

EDUCATION

A.S. in Computer Science

National American University   -   Rapid City, SD

ADDITIONAL INFORMATION

• Extensive helpdesk diagnostic and logistic experience with strong attention to detail
• Solid, broad operations and programming skills in several languages, network engineering, and system administration
• Proven capability of prompt, efficient problem resolution and prioritizing work on several concurrent assignments
• Secret clearance for DHS/U.S. Coast Guard (active through 2015)
• History of outstanding customer service while positively communicating and interacting with customers both locally and remotely
• Team-player in a people-oriented organization where I can maximize my customer service experience