



## Carl Hicks

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### Profile

High energy self-starter capable of yielding problem-solving tactics, teamwork skills, effectiveness and efficiency to any job platform.

### Experience

#### **ENTERPRISE IT CONTRACTOR**

Various July 2009 – August 2014 (5 years 2 months) Various  
Providing services and support within the enterprise information technology space, on demand. Specializing in implementation and/or troubleshooting of physical infrastructure. Responsive to the needs and requirements of multiple customers both small and large; with proven ability to earn the trust and confidence of team members and customers with a track record of successful end results and history of maintaining strong continual relationship building.

#### **TECHNICAL SUPPORT TECHNICIAN**

Old National Bank

March 2009 – December 2010 (1 year 10 months) Evansville, Indiana

Assisting users with maintenance and troubleshooting of the core business desktop which includes such task as assisting with application and hardware installations, configuration, and registration issues, along with other activities associated with the identification, prioritization and resolution of reported problems such as recognition, research, isolation, resolution, and follow-up.

September 2007 – April 2009 (1 year 8 months) Evansville, Indiana

Worked independently operating remote job entry terminals, UNIX, LAN based processors, PCs and other devices, to maintain and update files. Monitored batch job schedules and other systems and investigated problems and contacted appropriate on call personnel. Maintained backups of LAN file servers and completed file restorations. Prepared and distributed reports generated. Maintained control logs, inventories, and reports as required. Complete assigned projects as by IT management team. This position provides support during holidays and other days off. Also operates as the Help Desk on an as needed basis.

#### **INFORMATION TECHNOLOGY SYSTEM ANALYST**

Inlet Grove Community High School

August 2005 – March 2006 (8 months)

Responsible for all day to day technical needs of the school including but not limited to: Technical Purchasing Inventory, Minor project management, Managing end-user and server application/hardware, Working with district support staff to implement projects.

### Education

Earle C Clement Academy – ASIT, 2004

## Volunteer Experience & Causes

### **INTERN**

Henderson-Henderson County Chamber of Commerce  
June 2011 - August 2011 (3 months) Economic Empowerment  
Office assistant - Extra set of hands around the office.

### **PROJECT PALS GROUP SUPERVISOR**

Community Action Volunteers in Education (CAVE)  
January 2004 - April 2005 (1 year 4 months) Children  
Hired, trained, and supervised 22 volunteers for Big Brother/Sister program. Primarily responsible for ensuring program and volunteer effectiveness through performance evaluations and stimulating volunteer interest and participation through large group informational presentations. Demonstrated the ability to deal directly and tactfully with volunteers and clients.