

# Justin O'Reilly

IT Professional



## Experience

Jul 2019 - Mar 2021	<div><b>IT Coordinator</b> <i>Orlando Regional Realtor Association</i></div> <p>Responsible for monitoring and managing the ORRA internal collaboration tools and the online community software (SharePoint)</p> <p>Serves as professional staff support for RAMCO (Association Management System) and internal collaboration framework.</p> <p>Manage helpdesk ticketing service (HappyFox) to assure a smooth flow of aid to the company.</p> <p>Create and remove accounts via Active Directory.</p> <p>Assist employees via remote software such as AnyDesk, TeamViewer, ConnectWise.</p> <p>Collaborate with internal departments for the coordination and creation of database functions such as, workflows, advanced finds and marketing lists.</p> <p>Create and manage an Office 365 and Association Management System training curriculum for both current and new staff members.</p> <p>Utilize Microsoft Admin to manage teams.</p> <p>Use of Exchange within Microsoft Admin to create and remove emails as well as convert emails into shared email boxes with delegated usage.</p> <p>Usage of vMix, Elgato Streamdeck and Rodecaster pro to create a successful stream for the CEO of the company to reach out to the 16,000 members of the association.</p> <p>Manage Zoom meetings with multiple breakout rooms.</p>
Dec 2011 - Nov 2018	<div><b>IT Technician &amp; Data Processing</b> <i>Welcome Wagon</i></div> <p>Edit web pages using Wordpress/Joomla and hand coding HTML/CSS</p> <p>Import/Export large amounts of data into MySQL environment.</p> <p>Import excel files using Navicat for MySQL</p> <p>Optimize existing MySQL queries using EXPLAIN to see if any adjustments for speedier queries can be made. Forward any findings to Database Admin.</p> <p>Resolve technical problems for 30+ in house employees and 200+ sales reps across the nation.</p> <p>Responsible for the setup and removal of various computer hardware (desktops, printers, monitors, scanners).</p> <p>Using remote assistance software such as TeamViewer, Zoho Assist</p> <p>Create and remove accounts via Active Directory and G Suite</p> <p>Utilize various software to compile large name lists to an easier to use format. (Map Marker / Map Info, Personator, Excel)</p> <p>Resolve Xerox WorkCentre / Toshiba copy machine malfunctions.</p> <p>Maintain records of new homeowners, work with various companies to keep high counts of data at hand.</p> <p>Export Excel files based on various criteria based on what is needed my clients.</p> <p>Client will ask for information broken up by zip codes, home sale price, date range, etc.</p> <p>Run a query to pull rows from our main table that meet this information usually comparing a table with zip code requests against our main info table</p> <p>Setup of file sharing in a Windows Server environment.</p> <p>Experience with vtiger CRM</p>
Jun 2010 - Mar 2011	<div><b>Library Assistant</b> <i>ITT Technical Institute</i></div> <p>Aided in the setup of a digital record keeping system.</p>



## Personal Info

<b>Location</b> Windermere, FL
<b>Phone</b> 954-471-4992
<b>E-mail</b> joreilly25@gmail.com
<b>WWW</b> justin-oreilly.com
<b>GitHub</b> <a href="https://github.com/joreilly25">https://github.com/joreilly25</a>
<b>LinkedIn</b> <a href="http://www.linkedin.com/in/justinoreilly25">www.linkedin.com/in/justinoreilly25</a>
<div> <b>Skills</b></div>
Active Directory
Computer Hardware
Technical Support
MySQL
Microsoft Office (O365)
Windows OS / Mac OS
Ticketing System
Windows Server
Microsoft Admin
Mobile Support (Android / iOS)
Google Workspace
HTML
CSS
SASS
JavaScript

Helped students in the library with various computer related issues.  
Aided the Systems Support Technician with various computer system tasks including school wide system imaging.

Nov 2009 - **Computer Specialist**

Jun 2010

*Best Buy*  
Work with customers to find the best product for their computer needs.  
Answer various questions regarding hardware/software.

Oct 2008 - **IT Specialist**

Jun 2009

*Personalized Pediatrics*  
Setup a database to store patient records.  
Input patient shot records to Florida Shots web page.



**Education**

---

2005 - **ITT Technical Institute, Information Technology, Multimedia,**  
2007 **AS**