Joseph Lackey

Project Coordinator – Network & Security

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EDUCATION

KENNESAW STATE UNIVERSITY
2010 - PRESENT
Kennesaw, GA

Bachelor of Science, Information Technology

Programming, Computer Systems, and Security Knowledge and Application

3.62/4.00 GPA, Expected Spring 2020

CompTIA A+ Certification

Verification Code: 6TKP95EHNGVQ1FSW

EXPERIENCE

COMM-WORKS
2019 - PRESENT
Carmel, IN

PROJECT COORDINATOR, Team Slate – CVS CCTV Service

- Manage work requests for both service and non-service, ensuring margin goals are maintained.
- Learned and refined One Codes project, seeing an increase in revenue and profitability. Kept CVS stakeholders updated with status on sites.
- Point of escalation and trained others on best practices and project tools.
- Managing CVS special projects from start to completion within first 6 months of hire.
- Manage material logistics for project, including vendor inventory, RMAs and researching new material.
- Communicate professionally with CVS and vendors to resolve work order discrepancies to ensure profitability and customer satisfaction.

SYNERGISTIC SOFTWARE INC
2018 - 2019
Temple, GA

TECHNICAL SUPPORT ENGINEER

- Partnered with law enforcement officials, providing .NET software support to over 370 agencies
- Lead team in ticket input and resolution, providing timely and quality customer service
- Resolved problems by identifying the issue through using relevant and accurate end user information
- Installed and Maintained SQL Databases, including troubleshooting triggers and stored procedures, generating queries for sensitive cases or other metrics, and database recovery
- Developed and Implemented security and procedural strategies for systems across the enterprise
- Interfaced with other vendors, including ODBC, FTP, and shell scripting
- Built, implemented, and maintained servers, ensuring availability, confidentiality and integrity
- Managed network services, including: Active Directory and DNS

BEST BUY
2017 - 2018
Hiram, GA

APPLE MASTER

- Led district in sales KPI (Key Performance Indicators) in Q3, and Q4 of FY 17
- Built district level partnerships and training surrounding FY 17 priorities
- Trained employees on Apple systems and services
- Provided configuration, troubleshooting, and security analysis for WAN connected devices.
- Assisted clients with hardware and software repair and maintenance

SKILLS

- VENDOR-CLIENT RELATIONSHIPS
- TRAINING AND DEVELOPING
- PROBLEM SOLVING
- CUSTOMER SERVICE
- NETWORKING (IT)
- DETAIL ORIENTED
- EXCELLENT VERBAL AND WRITTEN COMMUNICATION
- PROFICIENT WITH OFFICE SUITE

ACHIEVEMENTS

THREE-TIME "ROCKSTAR" AWARD WINNER

- Award for performing at high standards for KPI (Key Performance Indicators), set by district staff.
- Achieved three times in Q3 and Q4 of FY 17.

Q3 "JEDI KNIGHT" OF DISTRICT 18

- District level award for meeting revenue goals and leading the district in NPS (Customer Feedback), branded payments, accessories and services throughout an entire quarter.
- Invited to award event with district level staff.

TICKET RESOLUTION LEADER

- Acknowledgement of providing quality and quick resolution to issues.
- Achieved within first two months of hire
- Maintained over 90% of time in position

MANAGEMENT OF SPECIAL PROJECTS

- Awarded responsibility for special projects due to excellent work ethic
- Achieved within first month of hire