

## **Objective**

To secure a position with a stable and profitable organization, where I can be a member of a team and utilize my IT business experience to the fullest.

## **Summary of Qualifications**

- Exhibit a responsible attitude, remaining calm under pressure, and possessing superb decision making skills.
- Excellent troubleshooting and logical problem solving skills.
- High level of written and oral communication skills.
- Skilled and thorough in analyzing problem situations and finding creative solutions.
- Demonstrated ability to meet deadlines, and set priorities.
- Strong interaction with users with a passion for customer satisfaction.
- Manage and resolve complex IT issues with timeliness and professionalism.
- Calmly respond to accident and emergency situations.
- Bachelor of Business Administration degree with a major in Computer Information Systems.
- Blackberry Enterprise phone activations for new and existing users.
- Performed PC upgrades of RAM, NIC cards, hard drives, CD drives, and graphical cards.
- Monitored job queues and responded to user request to optimize processing activity.
- Proficient with Microsoft Windows 95/98/ME/NT/2000/XP/Vista/7; Microsoft Office 2003/2007/2010; Windows 2008 Server R2; Microsoft Exchange 2003/2010.

## **Professional Experience**

### **IT Operations, June 2002 – September 2011**

#### **ABM Industries (formerly OneSource) 1775 The Exchange, Atlanta, GA 30339**

•Performed routine maintenance, IPL's, and BRMS backups on an IBM iSeries platform. Assisted with capacity availability and performance management including monitoring, alerting and managing incidents. Notified appropriate personnel to any error messages and executed recovery action upon request.

•Created and maintained user accounts, groups, and computer accounts using Active Directory, this includes resetting passwords, disabling accounts, and added users to security groups and distributions.

- Provided level 2 computer help desk support in various capacities via telephone and email communications with end users. Executed diagnostics and troubleshooting of system issues, and documented help desk tickets/resolutions within the corporate support management system. Managed the escalation of any critical tickets to a senior technical support specialist (3<sup>rd</sup> level) on the rare occasions when a remedy for an issue could not be accomplished in a timely manner.

- Resolved Microsoft Office desktop application issues (Word, Excel, Power Point, Access, Project and Outlook) and support for over 100 users locally and over 1000 users remotely. Provided technical assistance to staff, assisting with mapping drives, network access, printing, and application software operation.

- Administered Blackberry Enterprise phone activations on the corporate BES server. Assisted end users with basic Blackberry troubleshooting issues along with providers (Verizon, AT&T, and Sprint).

- Responsible for ordering numerous IT supplies and placing various equipment service calls when necessary.

- Assisted on various IT projects and hardware/software conversions.

- Evaluated when workstation upgrades were necessary and performed these upgrades, including upgrades of RAM, NIC cards, hard drives, CD/DVD-RW drives, graphic cards, etc.

- Supported networked HP/Xerox/Oca printers and worked with local vendors.

- Designed and implemented a Microsoft Access database to document and track all tapes sent offsite.

- Created, printed, organized, and filed daily, weekly and monthly reports and forms. Utilized management systems to run queries, print reports, and perform various management tasks.

- Created mailboxes for new users in the Microsoft Exchange Management Console (EMC).

**AS400 Operations, March 1993 - October 1999**  
**Southern Heritage Insurance Company, 3237 Satellite Blvd., Duluth, GA 30096**

- Supervised and trained new AS400 hires in the delegation of duties and clearly explained how those tasks were to be performed.

- Handled all aspects of sending the daily, weekly, and monthly backup tapes to an offsite storage facility.

- Participated in the Y2K conversion and compliance for the corporate IBM AS400 business system.

- Additional duties included tape backups, AS400 batch job monitoring, printing reports, and installing client access software on desktop PC. Purchased computer related supplies and performed basic PC hardware repair.

## **Education and Certifications**

Georgia State University, Atlanta, GA.  
B.A. degree, Computer Information Systems

May 2002

A+ Certified Professional

January 2007

Oracle 10g Administrator Certified Associate

December 2009