IT MANAGER, ASSISTANT OFFICE MANAGER, FACILITIES MANAGER

Professional Profile

IT Manager bringing 8 years experience in IT project management. Skilled in installation, configuration, migration and implementation of server platforms.

Qualifications

Systems/Platforms: PC, Apple

Microsoft Exchange 2010

Windows Server 2003

Windows XP

Windows 7

ESRI ArcGis

- Working independently
- Networked applications
- Strong communication skills
- Managing tight deadlines
- System administration

Experience

TERRA2 October 2006 to Current IT Manager, Assistant Office Manager, Facilities Manager
City , STATE

- Designed and installed computer and telephone network.
- Responsible for daily operation and maintenance of computer and telephone network including backup of critical data and maintaining network security.
- Performed all phone system and computer network upgrades.
- Provided support and technical information to employees regarding their workstations.
- Updated all workstations with latest hardware and software upgrades on both Apple and PC platforms.
- Developed plans for expansion of current phone system and computer network.
- Initiated current disaster recovery plan.
- Coordinated training and development of employees using online training resources.
- Created custom training for specific in house challenges.
- Regularly updated the maintenance database using computer workstations.Installed equipment and systems on time and on schedule.
- Recommended new equipment and maintenance procedures to the company president.
- Coordinated with company president to create an annual budget for facility maintenance and upgrades.

PayPal April 2006 to October 2006 Community Support Representative Tier III Agent
City , STATE

- Responded to inbound service requests via telephone and email inquiries.
- Enabled customers to find the answers to their questions by guiding them through the PayPal website.
- Researched and resolve customer issues verbally, in writing and on-line.
- Resolved debit card issues using FDR card services software.

Hewlett-Packard Company April 1999 to December 2005 Test Engineer and Software Distribution Coordinator
City , STATE

- Followed test plans and requirement documents efficiently and accurately to test production software.
- Participated in root cause analysis sessions to pinpoint software deficiencies.
- Reviewed test scripts for new feature testing.
- Installed and configured division's software on test systems for quality assurance acceptance testing.
- Created data bases, spreadsheets and PowerPoint presentations for tracking of tested software.
- Simultaneously conducted multiple tests for numerous software releases.
- Acquired knowledge of testing materials through demonstrations and hands on learning.
- Provided technical support to on-site Field Technicians and Project Managers.
- Provided Customer Service and support to Domestic and International customers.
- Conducted training workshops on utilizing online ordering software.

St. Vincent De Paul Catholic School July 1998 to July 1999 Computer Technology Coordinator
City , STATE

- Developed curriculum for Computer Technology program for middle school students.
- Implemented the technology curriculum on a daily basis to sixth, seventh and eighth grade students.
- Operated and monitored equipment for computer lab and school network to detect faulty output or machine stoppage.
- Performed tasks to maintain computer equipment and their peripherals.
- Provided technical support to teaching staff and administrators.

- Evaluated and prepared annual budget for software and hardware purchases.
- Worked with teachers to provide educational software to fit their classroom needs.
- Coordinated the acquisition of computers, software and licenses for school.

York Printing Company January 1986 to January 1998 Graphic Designer and Customer Sales Representative
City , STATE

- Produced graphic art and visual materials for advertisements, promotions, packaging and informative material through a variety of media outlets.
- Generated and manipulated graphic images into consolidated and seamless multimedia programs.

Education
York College 1997 Bachelor of Arts : Education City , State GPA: Graduated Cum Laude

Education Graduated Cum Laude

Southeast Community College 1993 Associate of Applied Science : Graphic Design City , State Graphic Design
Skills

15 years experience in computer maintenance and repair.

12 years experience Customer Support and Technical Support, Training and Education.

8 years experience Software Testing and Configuration, Information. Technology Management, Phone Administration, Project Management.

Outstanding analysis and communication skills; establishes rapport easily. Strong problem-solving skills.

Excellent organizational skills acquired through multi-tasking.

Easily acquires knowledge of products through use and training.