

IT TECHNICAL SPECIALIST II

Professional Summary

Analytical IT Professional adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards.

Core Qualifications

- Windows XP, 7, 8, and 10 Enterprise
- Microsoft Active Directory
- Microsoft Azure
- Windows Server 2008 R2, 2012 R2
- Microsoft Exchange Server
- Office 365
- Microsoft Deployment Toolkit
- SCCCM
- Intune
- SQL Server 2014
- Linux OS
- Linux Server
- Unix OS
- MAC OS X
- Citrix
- Vista Plus Server
- TPAM
- JD Edwards
- SailPoint Identity IQ
- iSeries - AS/400 Systems

Experience

IT Technical Specialist II Apr 2016 to Current

Granite Construction Inc 1/4 Warrensburg , MO

- Providing network access support while gathering logs related to Cisco AnyConnect and more specifically the ISE compliance module.
- Solely responsible for network printer and server management for the entire (47K) ServiceMaster enterprise.
- Determining cause of computer/software/network malfunctions through evaluation and testing, and then confirming the resolution via modifications, repair, or external support assistance.
- Administration of Citrix ShareFile and OneDrive for Business to perform cloud based data backups and transfers
- Solely responsible for managing the computer lab.
- Running vulnerability scans on new Windows and Mac OS builds
- Responsible for maintaining and updating the software enhancement and asset databases.
- Assisting other support specialists and IS staff as needed while acquiring knowledge of the programs that the department supports.
- Conducting Cisco WexEX Webinars for software and built supporting training documentation and videos.
- Performing software testing and QA prior to deployment to production.
- Identifying group policy related issues that resulted in failures and issues via audit logs, tasks, events, and history.
- Solely responsible for imaging, managing, and performing pre-deployment software testing for Macs in the enterprise.
- Support for Office 365 and Hybrid email migrations and licensing.

IT Administrator I Apr 2013 to Apr 2016

Pushpay 1/4 Colorado Springs , CO

- Identifying provisioning issues, aggregation and refresh failures via audit logs, tasks, events, and history snapshots in SailPoint Identity IQ.
- User and Service Account administration on a range of applications and databases such as: Sailpoint Identity IQ, Active Directory, Microsoft Exchange, AS/400-iSeries-Mission, JD Edwards One World, BMC Remedy, Vista Plus, Retarus, TPAM, and UNIX in the production, as well as, test environments.
- Resolved approximately 6,000 Remedy requests/issues per month in an efficient, effective, and timely manner to ensure the fulfillment of the (99.9% SLA) Service Level Agreement.
- Analyzing cross-functional/ departmental system defects to spot trends in the early stages to prevent system downtime.
- Diagnosing system defects that are not replicable in a non-production system environment and working with the DevOps team to quickly identify and correct the system defects.
- Define, document, and convert Access and Identity Management procedures and processes into ISO 9001 standard SOP format.

Technical Specialist Aug 2012 to Feb 2013

Gestalt Community Schools 1/4 City , STATE

- Provide technical curriculum assistance regarding hardware usage, software applications, computer technology, and the general instructional use of technology in the classroom
- Assisting with the integration of new technology applications across the K-12 curriculum

- Develop, update, and maintain hardware and software inventory.
- Served as the technology liaison for department chairs, division coordinators, academic and administrative teams to the hardware and software vendors.
- Assisted in maintaining the electronic student records system, assisted faculty with training for report card program, and provided tech support for administration proofing report card system.
- Served as network administrator and infrastructure support (fiber optics, T-1 line, and classroom connections) including hardware (network server, classroom, printer, computer lab, administrative & student laptop computers) Wired and Wireless network connections, website, and software (virus control, software coordinator and support).
- Evaluate indoor signal coverage requirements and install coverage units and access points in appropriate locations for conformance to specifications.
- Install, configure, and test wireless reception from the wireless access points.
- Provided technical support and performed Certified Apple GSX diagnostics and repairs for the students, faculty, and leadership staff.
- Perform maintenance and repairs on printers, projectors, robotics equipment, wireless access points, routers, switches, firewalls, etc.

PCI Compliance Specialist/ Terminal Tech Support Apr 2011 to Nov 2011

EPayment America 1/4 City, STATE

- Handled inbound and outbound calls and emails from Merchants regarding training, PCIDSS questions, and/or difficulties when utilizing credit card terminals and software.
- Providing merchant support with PCIDSS questionnaires and troubleshooting failed security scans, ensuring that all merchants are maintaining PCI Compliance.
- Assisting Underwriting Department with approval processing for new Merchants.
- Installing and downloading updates for credit card terminals on-site as well as remotely.

Apple Repair Technician Sep 2010 to Nov 2010

Flextronics Logistics Inc 1/4 City, STATE

- One of the highest yielding repair technicians while still maintaining 100% efficiency.
- Performed UAT for the engineers to detect compatibility issues of the diagnostic software.
- Became an Apple Certified Laptop Repair Technician.

Counter Intelligence Agent Jul 2009 to Sep 2010

Geek Squad 1/4 City, STATE

- Created a batch file for automating the optimization software, reducing overall production time by 60%.
- Replaced non-functional hardware components and diagnostic for proper functionality, OS installation and proper setup, software installation, virus removal, troubleshooting computers network connection and proper setup for optimal connectivity.
- Data retrieval from non-functional internal or external HDD's, flash drives, and SD cards.
- Shipping and receiving units serviced at the repair center.

Education & Interpretation Dept. Intern Sep 2008 to May 2009

National Civil Rights Museum 1/4 City, STATE

- Drafted a design for a virtual tour of the museum, enhancing the online viewing of various exhibits, and simplifying web page user capabilities.
- Compiled a list of the new hardware and software requirements for synchronization and integration of the museum archive into the enhanced website.
- Provided technical expertise, training, and consultation to staff.
- Assisted in the construction of the 1968 and Freedom Sisters' exhibits and assisting the event coordinators in all events.

Tech Office Student Intern Feb 2008 to Sep 2008

ITT Technical Institute 1/4 City, STATE

- Installing and maintaining computer systems including software and hardware, resolving internet and network access issues (both wired and wireless), providing network printer support, meeting with staff to provide one-on-one technical assistance as needed/requested, providing training to staff on software and hardware use, determining causes of computer/software/network malfunctions through evaluation and testing and then resolution via modifications, repair, or external support assistance.
- Track, compile, and analyze web site usage data, maintain monitoring tools on web servers, develop or implement procedures for ongoing web site revision.
- Operating system upgrading and maintenance, performance monitoring and system optimization, active directory management, backup data keeping, log review and system security management.
- Re-imaged all (200) student lab and administrative computers quarterly via Multicast.
- Assist in maintaining inventory records and documentation for equipment.
- Identify and report system issues to vendors, then monitor and test the vendor suggested resolution.
- Monitor antivirus software updates and repair computers infected with spyware, adware and/or viruses.

Education

Associate of Applied Computer Science , Information Technology, Computer Networking Systems ITT Technical Institute 1/4 City , State
Information Technology, Computer Networking Systems

Associate of Applied Science Degree

encompassed several computer-based system and application areas, and required the completion of tasks associated with installing, upgrading and maintaining computer network systems in typical LAN/WAN environments.

Skills

academic, Active Directory, administrative, antivirus, Apple, AS/400, backup, Cisco, Citrix, Hardware, network systems, consultation, credit, databases, database, documentation, fashion, fiber optics, firewalls, flash, functional, imaging, maintaining inventory, inventory, IQ, ISO 9001, JD Edwards, LAN, laptop computers, leadership, Linux, Linux OS, Macs, MAC OS, Managing, meetings, Access, Microsoft Exchange Server, Microsoft Exchange, Office, Windows XP, Enterprise, network administrator, network, OS, Operating system, optimization, PCI, printer, printers, processes, proofing, quality assurance, QA, receiving, reception, repairs, Research, robotics, routers, SD, Shipping, Service Level Agreement, SLA, software installation, SOP, SQL Server, switches, technical support, tech support, Desktop support, technical assistance, Technician, trouble-shoot, troubleshoot, troubleshooting, Underwriting, UNIX, Unix OS, upgrading, upgrade, Vista, web servers, web site, website, web page, WAN, Windows Server