

PATRICK J. HANNON

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pat@patrickhannon.net 708.567.9074

EDUCATION

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| Aug 2005 - May 2009 | LEWIS UNIVERSITY Bachelor of Science <i>Major: Computer Science</i> <i>Minor: Business Administration</i> | Romeoville, IL |
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EXPERIENCE

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| Aug 2009 - Present | BROOKSOURCE <i>Desktop Technician</i> Contract: HAVI Global Solutions <ul style="list-style-type: none">- Prepare machines for new and current employees using Symantec Ghost.- Assist employees with any hardware/software incidents using HP OpenView Service Desk.- Manage computers with DHCP in tandem with users in Active Directory.- Deploy, relocate, and dispose of printers as part of a print consolidation project.- Record asset tags and serial numbers of computers and printers as part of an inventory disposal.- Setup loaner laptops with any necessary network connections and software depending on the user. | Chicago, IL |
| May 2009 - July 2009 | INFOREACH, INC. <i>Support Engineer</i> <ul style="list-style-type: none">- Perform certification for new clients to verify trade orders are being communicated correctly.- Diagnose problems with FIX messages getting through to a client or counterparty.- Add transaction destinations and algorithms to client installs of Trade Management System.- Perform all necessary changes in a sandbox environment using SVN prior to deploying to client.- Diagnose problems with end of day scripts and OATS reports, completing manually if needed. | Chicago, IL |
| Sept 2008 - May 2009 | KBS COMPUTER SERVICES <i>Level II Field Technician</i> Contract: United Neighborhood Organization of Chicago. <ul style="list-style-type: none">- Prepare machines for new and current employees using Symantec Ghost.- Assist faculty and staff with any hardware/software incidents using a ticketing system.- Manage computers with DHCP in tandem with users in Active Directory.- Keep inventory of desktops, monitors, laptops, and projectors by implementing asset tags.- Perform minor repairs to desktop and laptop hardware. | Olympia Fields, IL |
| May 2008 - July 2008 | AT&T <i>Technical Student Intern</i> <ul style="list-style-type: none">- Monitor servers using IBM Tivoli and follow instructions to resolve issue.- Organize EMAS UB Outlook inbox by application name and date.- Work with offshore team to increase speed and reliability of SSH sessions.- Build and document a Sun Solaris 10 installation on a Sun Blade 150 workstation.- Compile data from Autosys to migrate to ESP. | Rosemont, IL |
| Sept 2007 - May 2008 | ARGONNE NATIONAL LABORATORY <i>Co-Op Technician</i> <ul style="list-style-type: none">- Maintain the informational website using Dreamweaver templates.- Prepare machines using Symantec Ghost for monthly international courses.- Assist staff with any software or hardware issues upon demand.- Manage individual lab computers and users with Active Directory.- Assist laptop and projector setup for yearly undergraduate symposium. | Argonne, IL |

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| Jan 2006 - Sept 2007 | LEWIS UNIVERSITY <i>Desktop Intern Technician</i> <ul style="list-style-type: none">- Prepare machines for new and current employees using Symantec Ghost.- Personalize machines for end users by installing necessary software.- Answer phones to facilitate the support of faculty, staff, and students.- Assist faculty and staff with any hardware/software incidents by appointment.- Perform minor repairs to desktop and laptop hardware. | Romeoville, IL |
| May 2004 - Aug 2005 | METLIFE FINANCIAL SERVICES <i>Computer Technician</i> <ul style="list-style-type: none">- Perform initial Microsoft Windows XP build on Dell laptop and desktop machines.- Personalize machines for end users by installing necessary financial software.- Keep inventory of desktops, monitors, laptops, and projectors.- Repair and replace printer hardware and maintain print queues on Microsoft Windows Server 2003.- Perform minor repairs to desktop and laptop hardware. | Orland Park, IL |

ACCOMPLISHMENTS

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| April 2009 | ACCA STUDENT SYMPOSIUM Oral Presentation: <i>Python: High-Level Programming Language</i> | Lewis University |
| Jan 2009 | PATRICK J. HANNON Website: <i>Developed using Photoshop Slices and Dreamweaver Rollovers</i> | PatrickHannon.net |
| | LEWIS UNIVERSITY FLIGHT TEAM Website: <i>Developed using Wordpress</i> | LewisFlight.com |
| | LEWIS UNIVERSITY WOMEN IN AVIATION Website: <i>Developed using Wordpress</i> | LewisWAI.com |
| Jan 2007 | PICK A PIC AND PAINT Website: <i>Developed using CSS template and PHP/MySQL</i> | PPPaint.org |
| Fall 2004 | VICTOR J. ANDREW MARCHING THUNDERBOLTS <i>Drumline Section Leader</i> | Andrew High School |
| Jan 2002 | METLIFE RACE AROUND THE WORLD DUATHLON Website: <i>Developed using Joomla CMS</i> | MetLifeDuathlon.com |

VOLUNTEER

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| 2001 - Present | METLIFE RACE AROUND THE WORLD DUATHLON <i>Committee Member / General Computer Specialist</i> <ul style="list-style-type: none">- Create registration system on SignMeUp.com.- Design and maintain the informational website.- Export registration database and assign bib numbers to racers.- Mail merge bib information to address labels.- Assist with volunteer coordination on race day. | Tinley Park, IL |
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PROGRAMMING

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| C++ | Java | Visual Basic .NET | Perl |
| HTML/CSS | PHP | MySQL | MS-DOS Scripting |

SOFTWARE

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|---------------------|--------------|------------------------|------------------|
| Windows Vista | AIX Unix | Microsoft Visio | Microsoft Office |
| Windows XP | Suse Linux | Macromedia Dreamweaver | JCreator |
| Windows Server 2003 | Ubuntu Linux | Adobe Photoshop | Visual Studio |
| Windows Server 2008 | Mac OSX | TortoiseSVN | VMWare Server |