PATRICK HANNON

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EDUCATION

Aug 2005 - May 2009	**LEWIS UNIVERSITY**	Romeoville, IL

Major: Computer Science
Minor: Business Administration

EXPERIENCE

Oct 2009 – Nov 2010	**CLEAR**	Rosemont, IL

Customer/Technical Support Lead (Contractor)
- Distribute daily work load between ten employees using shared Outlook calendar.
- Troubleshoot positioning of Residential Service Unit modem to obtain best RF signal.
- Develop best network setup using telephone adapter, powerline adapters and wireless routers.
- Assist employees and customers in configuring email client on workstation and mobile device.
- Communicate any network or RF issues with supervisor where signal should be adequate.
- Field all special handling requests from Local Market and National Call Centers.
- Determine whether the team is meeting Service Level Accountability and report at weekly meeting.

Aug 2009 - Oct 2009	**HAVI GLOBAL SOLUTIONS**	Downers Grove, IL

Desktop Technician (Contractor)
- Deploy machines for new and current employees using Symantec Ghost.
- Train and assist employees with any hardware/software issues using HP OpenView Service Desk.
- Administer Active Directory to reset passwords and apply file security.
- Manage Group Policy to increase security, rollout software patches and printer restructuring.
- Relocate, deploy 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 donation.
- Setup loaner laptops with any necessary network connections and software tailored to user.

May 2009 - July 2009	**INFOREACH, INC.**	Chicago, IL

Support Engineer
- Configure VOIP phone, VPN and Remote Desktop in order to work on-call remotely.
- 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.

Sept 2008 - May 2009	**UNITED NEIGHBORHOOD ORGANIZATION**	Chicago, IL

Level II Field Technician (Contractor)
- Deploy machines for new and current employees using Symantec Ghost.
- Train and assist employees with any hardware/software issues using BigWebDesk.
- Administer Active Directory to reset passwords and apply file security.
- Manage Group Policy to increase security, rollout software patches and printer configuration.
- Implement asset tracking of desktops, monitors, laptops, and projectors using custom asset tags.
- Perform maintenance on desktop and laptop hardware as well as IP phones and network equipment.
- Distribute and setup network printers as well as wireless access points.

May 2008 - July 2008	**AT&T**	Rosemont, IL

Technical Student Intern
- 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.

| Sept 2007 - May 2008 | **ARGONNE NATIONAL LABORATORY** | Argonne, IL |

Co-Op Technician
- 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.

| Jan 2006 - Sept 2007 | **LEWIS UNIVERSITY** | Romeoville, IL |

Desktop Intern Technician
- 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.

| May 2004 - Aug 2005 | **METLIFE FINANCIAL SERVICES** | Orland Park, IL |

Computer Technician
- 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.

ACCOMPLISHMENTS

| May 2010 | **OUTSTANDING ACHIEVEMENT AWARD** | NexGen Wireless |

Appreciation: *Outstanding Dedication and Service Above and Beyond the Call of Duty*

| April 2009 | **ACCA STUDENT SYMPOSIUM** | Lewis University |

Oral Presentation: *Python: High-Level Programming Language*

| Jan 2009 | **PATRICK J. HANNON** | PatrickHannon.net |

Website: *Developed using Photoshop Slices and Dreamweaver Rollovers*

| Fall 2004 | **VICTOR J. ANDREW MARCHING THUNDERBOLTS** | Andrew High School |

Drumline Section Leader

| Jan 2002 | **METLIFE RACE AROUND THE WORLD DUATHLON** | MetLifeDuathlon.com |

Website: *Developed using Joomla CMS*

VOLUNTEER

| 2001 - Present | **METLIFE RACE AROUND THE WORLD DUATHLON** | Tinley Park, IL |

Committee Member / Computer Specialist
- 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.

PROGRAMMING

| HTML/CSS | PHP | MySQL | MS-DOS Scripting |

SOFTWARE

Windows 7	Windows Server 2008	3CX PBX	VirtualBox
Windows XP	Windows Server 2003	Adobe Creative Suites	Wireshark
Microsoft Office	Mac OSX	Symantec Ghost	Helpdesk Ticket Systems