**Roger RegenE’ RRegene@GMail.com (678) 381-3627** http://www.linkedin.com/in/rregene

**Summary**

I.T. Operations in a Tier 4 Data Center, including scheduling, vendor management and first line fault determination/troubleshooting. 10 years Helpdesk/Technical Support/Software Support experience.

**Technical Skills**

**Applications:** Lotus SmartSuite, Lotus Notes 6 & 7, MS Office (Word, Excel, PowerPoint), Outlook, Approach Relational database, 1-2-3 Spreadsheet

**OS Software:** OS/2, Windows XP/Win 7/Win 10

**Hardware:** Desktop PCs, Dell laptops, HP printers, Tablet PCs, servers, routers, switches.

**Other:** CA Service Desk,RSA, Skype, Win SCP, Sales Force, CTI, CCWin, Retain, Vantive, Remedy, puTTy, Timbuktu, Sametime, Symposium, VPN, telnet, Remote Connect, SMS, Ghost, user account migration, Verint, Term-Master, Vericentre, CIS, password reset/recovery, account management, Active Directory, Webex, Group policy, Active Directory. SECRET clearance - inactive

**Professional Experience**

**Advanced Data Processing (ADP)** 2013-2018

*Global leader in Human Capital management, payroll resources*

**IT Operations Control**

Console Operations in a Tier 4 Data Center, monitoring, scheduling of systems. Leveraging CA Service Desk in a large environment with a heavy, dichotomous workload: ticketing/remote and physical monitoring; initial troubleshooting, responding and coordinating using email/Lynk/telephone/text.

Granular attention to detail, adherence to process, self-directed, time management skills including response, prioritization, goal settings.

* Recognized for Cross-Team response and coordination

**WorldPay U.S.** 2012-2013

*Credit Card processor for point of sale (POS) equipment*

**Corporate Help Desk**

Level 1 support for Point of Sale merchant payment processing equipment, account management, provisioning, sales and conflict resolution.

* Recognized #1 for Call Quality for 5 monthly audit periods

**Wireless Generation** / Atlanta, GA 2010-2011

*Inventors of PDA based software for administering student assessments, analyzing results/ providing customized curriculum.*

**Associate Customer Care Analyst**

Call tracking to resolution, using Sales Force, customer incidents for proprietary software.

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*\*\*Resume’ Gap - Caregiver for family member*  2008-2009

**TEKsystems, Inc. contracting Ernst & Young** / Atlanta, GA 2007-2008

*A $22B global leader in*[*assurance*](javascript:%20generic_link_WT('/US/en/Services/Assurance/Assurance---Services',%20'/US/en/Services/Assurance',%20'Assurance%20-%20Services');)*,*[*tax*](javascript:%20generic_link_WT('/US/en/Services/Tax/Services_Tax_Overview',%20'/US/en/Services/Tax',%20'Services_Tax_Overview');)*,*[*transaction*](javascript:%20generic_link_WT('/US/en/Services/Transactions/Transactions_Overview',%20'/US/en/Services/Transactions',%20'Transactions_Overview');)*,*[*advisory services*](javascript:%20generic_link_WT('/US/en/Services/Advisory/Advisory---Overview',%20'Advisory%20-%20Overview',%20'Advisory%20-%20Overview','_self');)*and*[*strategic growth markets*](javascript:%20generic_link_WT('/US/en/Services/Strategic-Growth-Markets/SGM_Overview',%20'SGM_Overview',%20'SGM_Overview','_self');)*.*

**Desktop Support Analyst**

Provided support for Dell laptops and desktops: drive Ghosting, hardware and software installation and configuration, PointSec encryption, HP network printers, asset tracking and shipping.

* Lease refresh/user migration - 435 users completed 3 days ahead of schedule.

**IBM (International Business Machines)** / Atlanta, GA 2001-2007

*A $100B+ provider of computer products and services including mainframes and servers,*

*storage systems, and peripherals; largest service arm in the world.*

**Technical Support Analyst** (2001-2006)/**Software Engineer** (2006-2007)

Provided advanced technical support to global client base. Performed problem-verification, isolating and reproducing customer issues (break/fix). Tested fixes and supplied resolution to clients. Documented and implemented effective software solutions to ensure information was utilized efficiently. Technical Reviewer for IBM Knowledge Base Technotes. Utilized RETAIN Call Center.

* Routinely achieved customer satisfaction goals (CSL) in excess of 94%.
* Subject Matter Expert (SME) for six unique products.
* Authored over 110 Knowledge Base/Technote additions annually; Top 2% of all contributors.
* Designed and coordinated development of an application for internal metrics auditing; saving over $295,000 annually.

**Education and Certification**

Self-Study A+ certification – Anticipated 2018

ADP iTil,\*

Ernst & Young Remedy Call Tracking software/Sarbanes-Oxley

IBM/Lotus Lotus Domino Everyplace/Lotus Notes 6 & 7/Effective Writing Skills/Becoming a Mentor/ Orthogonal Processes and Problem Classification/LDAP Fundamentals/ /TCP-IP Basics/Networking 1/Managing Your Time/Managing Others/ /Copyright Law and International Trade Restrictions/Relational Database Design/Easy Sync Pro for Lotus Notes/OS2 Fundamentals/SmartSuite Fundamentals/Database design

Siemens E&A Industrial Design and Quality Control/ISO 9001

US Air Force /

CCAF A.A.S Avionics Technology\*