

Anthony Edward Lewis
Cell (317) 777-2984
Fax (267) 695-5713
Anthony.E.Lewis@GMail.com
<http://beknown.com/anthony-edward-lewis>

OBJECTIVE:

Meaningful work in any one of the following areas:

Finance, IT Support, Quality Control, Quality Assurance, Quality Management

RECENT ASSIGNMENTS:

CUSTOMER CARE REP. 07/2013 – Present
ACS/XEROX Anderson, IN.

ADECCO ASSOCIATE 04/2013 – 06/2013
CTB/McGRAW-HILL Indianapolis, IN.

WORK SUMMARY:

Break-fix / Systems Maintenance experience:	18 years
Call Center / Customer Service experience:	16 years
On-Call / On-site Field Service experience:	15 years
Deskside / Helpdesk Support experience:	15 years
System Upgrade / Migration Project experience:	13 years
Systems Administration experience:	12 years
Systems Programming / Development Support:	10 years
Network Server Administration experience:	8 years
Taxes, Finance & Accounting experience:	8 years
Commodity Futures & Options experience:	6 years
IT Project Leadership / Supervision experience:	6 years
Human Resource Management experience:	5 years
Sales / Marketing / Market Research:	4 years
Project Management experience:	4 years
Quality Control / Quality Assurance experience:	4 years

COMPANIES & AGENCIES:

Integrity Staffing Solutions	Amazon.com, Inc.
Securitas Security Service USA	Personnel Force Innovation (PFI)
RMS Computer Corporation	Defense Finance and Accounting Services (DFAS)
SmartSource, Inc.	Insight Management Consultants
JPMorgan Chase & Company	Kautex Textron GmbH & Co. KG
Flex Resources, Inc.	Computer Sciences Corporation (CSC)
MSX International Inc.	Ivy Tech State College
TAC Worldwide Companies	Field Solutions, LLC
La Petite Academy, Inc.	BMC Solutions, Inc.
Fort Wayne Auto Truck Auction	Century Technology, Inc.
Flex Resources, Inc.	

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SUMMARY OF MILITARY SERVICE:

01/2011 - Current	Indiana Army National Guard	Company Level Infantry
02/2010 - 01/2011	Indiana Army National Guard	Finance Technician
06/2009 - 01/2010	Indiana Army National Guard	Human Resource Specialist
12/2007 - 05/2009	Indiana Army National Guard	Infantry / Unit Historian
02/2001 - 07/2002	Indiana Army National Guard	Military Intelligence
09/1984 - 06/1989	USMC Marine Corp Reserves	Wire Communications
09/1983 - 06/1984	USMC Marine Corp Reserves	Electronics Training

SKILLS DEVELOPED AND IMPLEMENTED:

- **Managed the installation, configuration and testing of desktop computers, telephony equipment, and other connected peripherals.**
- **Worked with vendor support contacts to resolve hardware/software problems.**
- **Ensured desktop computers interconnected seamlessly with various systems including file servers, email servers, application servers and the Internet.**
- **Developed the skills for supervising the work of others during various projects.**
- **Excellent interpersonal and communication skills (written and verbal).**
- **Performed Antivirus installs, troubleshooting and remediation.**
- **Supported day to day Security requests and various software patching.**
- **Trained co-workers and other adult students in MS-Office product suites.**
- **Developed expertise with imaging and deployment tools (Ghost, True Image).**
- **Developed high level of experience using remote access tools.**
- **Developed experience using Active Directory for user management tasks.**
- **Developed expertise with BlackBerry and iOS devices.**
- **Developed experience with enterprise A/V solutions.**
- **Implemented Microsoft patch management solutions.**
- **Implemented Microsoft system management solutions.**
- **Gained experience creating Test Plans, Test Cases and testing documentation.**
- **Gained experience using project management tools like MS-Project and Visio.**
- **Demonstrated ability to prioritize, multi-task and maintain flexibility.**
- **Installed and Configured firewall hardware/software.**
- **Installed and Configured Cisco switches and Wireless controllers.**
- **Used network monitoring tools and Microsoft Visio to document network structures.**

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EDUCATION:

PURDUE UNIVERSITY'S TECHNICAL ASSISTANCE PROGRAM (TAP)
in association with the SOCIETY of MANUFACTURING ENGINEERS (SME)
and the INDIANA DEPARTMENT of WORKFORCE DEVELOPMENT
COURSE: Front-line Green Worker Training Certificate

PHOENIX UNIVERSITY –

MAJOR: Management, DEGREE: BA Degree Equivalence in college credits.

CHICAGO STATE UNIVERSITY –

MAJOR: Computer Science, DEGREE: AA Degree Equivalence in college credits.

ENHANCED NETWORK SOLUTIONS –

COURSE: MS-2273 Managing & Maintaining MS Windows Server 2003 Environment

IVY TECH STATE COLLEGE –

COURSE: PMP Boot Camp (2013)

COURSE: COMP TIA – A+ CERTIFICATION (2001)