Summary of Qualifications

Highly skilled, **A+ Certified Systems Engineer** with experience supporting up to 300 end users in TCP/IP environments and coordinating and managing installations/upgrades of hardware and software.

* Contributes effective project management skills to mentor, develop, and coach junior-level technicians; prioritizes workload with history of delivering results on or ahead of strict deadlines.
* Troubleshoots, repairs, and maintains equipment and demonstrates patience and strong interpersonal skills to explain complex technical issues in more universal language to various personnel/end users.
* Adds clients to exchange servers and configures smart phones and tablets to connect and synchronize with Outlook; performs wireless synching. Efficient in the use of MS office products as well ability to support.

Technical Skills

**Hardware:** IBM clone desktops and laptops; Hewlett-Packard, Compaq, Dell brands; printers, routers, switches

**Software:** Microsoft Office, Outlook 2000/2003, SAP; health care industry applications McKesson HBO, Meditech

**Operating Systems:** Windows (all versions) and AS/400 (used with Rumba as terminal emulation package)

Professional Experience

**Robert Half Technology,** Philadelphia Pennsylvania **August 2015 -November 2015**

**Helpdesk Support Consultant, Finance of America**

* Served as a break-fix technician, providing remote phone and system support to employees throughout the U.S. Achieved high levels of customer service excellence, due to strong interpersonal and trouble-shooting skills.
* Used active directory to manage both system and end-user accounts, including adding account rights and changing passwords.
* Maintained high level of professionalism and integrity in all responsibilities.

**RYNO Network Services Incorporation,** Tampa Florida / Philadelphia Pennsylvania **2013-2015**

**Service Delivery Technician End User Services**

* Installed and maintained point-of-sale hardware (NCR), including sales registers, receipt printers, barcode scanners--also including point-of-sale servers-- in fast food locations throughout the Tampa Bay region.

**International Business Machines (IBM)**, Tampa, Florida **2007-2013**

**Service Delivery Technician End User Services**

* Migrated end user workstations along with data and personal settings from Windows XP to Windows 7.
* Install and maintain hardware to include workstations, servers, and infrastructure for IBM business clients in varied industries.
* Install and maintain point-of-sale hardware, including sales registers, receipt printers, barcode scanners; also including point-of-sale servers, routers, and switches at retail client business locations to include BestBuy and Wal-Mart.
* Team leader for a major hotel refresh project. Supervised a team of technicians in the replacement of workstations, printers, credit card readers and front desk point-of-sale systems; and, as lead technician, replaced server, switches, and battery backup.

**The Computer Merchant, Limited (TCML)**, Boston, Massachusetts **2005-2006**

**Systems Engineer/Consultant**

* Updated software at 50 7-Eleven retail stores, programming safes and printers on TCP/IP network.
* Supervised five to 30 technicians in upgrading eight Smith Barney offices with new PCs, servers, hubs, and racks running on Windows 2000; oversaw installation of 200 workstations; removed old servers and racks.
* Delivered training to technicians to ensure equipment was properly set up, troubleshooting any issues.
* Identified and selected floor team leads to provide broader oversight and faster problem recognition/ resolution during installations; this method was adopted companywide.
* Inventoried equipment shipped to individual office locations.
* Saved clients’ money as result of completing 75% of projects in two days versus three days allotted.
* Contributed to Sara Lee project that consisted of Microsoft Outlook and Exchange upgrades to 5,000 existing workstations; traveled to Downers Grove, Cincinnati, and St. Louis with implementation team.

**Smart Source Technologies Inc.**, West Chicago, Illinois **2004-2005**

**Systems Engineer**

* Provided contract services to Valcom and W.W. Grainger, Inc., branches by traveling to multiple client sites in several states and supervising installation of workstations, servers, routers, and switches into rack.
* Brought all systems online in less than 24 hours by effectively leading team of five to 20 technicians at each site; also installed Cisco IP phones and all related hardware.

**Resurrection Health Care/Holy Family Medical Center**, Des Plaines, Illinois **2001-2003**

**Team Leader, Field Services/Information Technology**

* Managed data center and backups, daily help desk activities, and three junior-level technicians; responsible for 300 PCs/end users and 100 printers throughout hospital on TCP/IP network used helpdesk management software to update work orders and track break fix tickets.
* Oversaw installations, support, and maintenance of computer systems and network infrastructure used.
* Analyzed problems and requests to properly delegate assignments to technicians and ensure end user needs were met immediately; mentored and guided personnel in using advanced troubleshooting techniques.
* Assisted with hospital-specific applications such as McKesson HBO, Meditech, and AS/400; ordered and purchased all equipment and related peripherals; negotiated contractor/vendor services related to rollouts.

**Beltone Electronics Corporation**, Chicago, Illinois **1998-2001**

**Project Manager/Information Systems Specialist**

* Supported 300 workstations and 70 Hewlett-Packard printers on local area network (LAN) and configured software and hardware according to individual needs.
* Mentored two entry-level technicians, purchased and installed software/hardware to maintain companywide operations, and implemented system to track workstations.
* Supervised support and installation of SAP version 3.1 at client level throughout environment.
* Led training classes with 15 to 20 sales professionals, educating on use and maintenance of IBM laptops.

Education and Certification

**Advanced Networking TCP/IP,** TekIQ Learning Center **2003**

**Advanced Microsoft Windows 2000 Network and Operating System Essentials,** TekIQ Learning Center **2002**

**Microsoft Windows 2000 Network and Operating Systems Essentials,** New Horizons Computer **2000**

Learning Center

**A+ Certification,** Specialty in Microsoft Windows and DOS, The Computing Technology Industry Association **1998**

**Certified Computer Technician,** Career Development Institute **1992**

Completed 1,140 hours of individualized study in 870 hours with hands-on training in microprocessor fundamentals, computer systems, maintenance and troubleshooting, peripherals, and computer components

Military Experience

**United States Navy**, San Diego, California **1975-1981**

**Boatswainmate 2nd Class**

* Spent six years aboard U.S.S. Stein (FF-1065) and advanced to rank of E5 Petty Officer 2nd Class.
* Supervised nonrated deck seamen in various ship operations while docked in San Diego and during three West Pacific tours, which included travel in Asia, Middle East, and Africa.

Awards and Recognition

**Service Excellence Award,** Holy Family Medical Center **2002**

**Employee of the Month,** Beltone Electronics Corporation **2000**