Jeff Herold

jeff@jeffreyherold.com   (605) 868-8110   Watertown, SD   Digital Resume

Seasoned IT Professional with extensive experience in network infrastructure, system optimization, and user support. Proven ability to lead and coordinate complex technology initiatives, streamline processes, and enhance system performance. Adept at managing infrastructure projects, supporting operations, and ensuring compliance with industry standards. Skilled in problem-solving and continuous improvement, with a strong background in network support, business application management, and web development. Committed to delivering high-quality technical solutions that align with business objectives and drive operational success.

SKILLS

Windows 10/11 | Microsoft O365 | Active Directory | SQL | ServiceNow | Continuous Improvement
Problem Solving | IT Project Management | Web Development | Network Support | Infrastructure Management
IT/OT Integrations Technical Troubleshooting | Desktop Support | Custom Software Development | User Training
ITIL | System Uptime Optimization | Technical Documentation | TCP/IP | DNS

PROFESSIONAL EXPERIENCE

Persona   **Dec 2024 – Present**
IT Support Specialist
Provide technical support to office and production staff in-person and remotely.
- Provide onsite technical support at two satellite locations for issues requiring physical presence, including hardware diagnostics, network troubleshooting, and equipment installation not resolvable remotely.
- Reviewed and revised Knowledge Base articles and SOP documents bringing them up to date and in line with current policy and procedures.

Agropur   **May 2022 – Aug 2024**
IT/OT Technical Business Partner   Lake Norden, SD
Collaborated with the automation team (OT) to support plant operations by ensuring network infrastructure stability and optimizing system uptime. Provided on-site level 1/2 desktop support to users.
- Reduced ticket queue by 75% by streamlining processes and using efficient resolution strategies.
- Successfully conducted a wireless network survey under the direction of the network team, ensuring optimal coverage and performance for all connected devices.
- Oversaw local implementation of network infrastructure projects (Project Fortify).
- Assisted the ERP implementation team by assessing and coordinating hardware requirements, ensuring seamless integration and system readiness (Project LEAP).
- Managed and coordinated technology projects aligned with plant and corporate priorities.
- Provided 24x7 on-call support for production environment on rotation basis.

Kallisto Advertising, LLC   **May 2020 – May 2023**
Web Developer | Network Support   Watertown, SD
Served as the technical lead and support specialist of the company's WordPress website.
- Configured and maintained the backend support for the company website.
- Delivered comprehensive internal user support for the company's website, including troubleshooting issues, resolving technical problems, and providing training to ensure seamless and efficient use of the platform.
- Developed comprehensive technical guidelines to enhance and support business offerings, ensuring alignment with operational goals and industry standards.

Comprehensive Logistics, Inc.   **June 2021 – May 2022**
Information Technology Supervisor   Watertown, SD
Supervised local IT operations in alignment with corporate directives, providing hands-on support and technical assistance to a team of fewer than 10 users to ensure smooth and efficient technology performance.

- Administered application support for the company's proprietary Warehouse Management Software, including troubleshooting, user assistance, and system optimization to enhance operational efficiency.
- Drafted new step-by-step technical instructions for several of the company's most used applications.
- Served on the local plant leadership team, investigating as a team safety issues and plant improvements.

Terex Corporation   **Apr 2015 – Oct 2020**
Application Support Analyst
Watertown, SD
Provided functional and technical support to over 20 users of business applications including the IBM mainframe and associated ERP systems. Worked under the guidance of lead developer to improve the intranet website.
- Implemented needed changes (HTML, PHP, JavaScript) to a custom application to improve functionality.
- Eliminated a 6-month timecard backlog by 100% through the development of advanced 10-key skills and effective time management, improving data accuracy for order scheduling.
- Completed monthly SOX audits of ERP users with high accuracy and punctuality, ensuring compliance and timely identification of discrepancies.

Marco Technologies   **Oct 2013 – Feb 2014**
Desktop Support Technician Tier 1   Sisseton, SD
Performed first level support to more than 50 users in a hospital setting. Ensured high uptime of network and business systems by quickly troubleshooting problems and escalating to higher level support as necessary.
- Implemented new hardware as part of building addition and renovation.
- Trained users on use of software and hardware.

CERTIFICATIONS

CompTIA Security+	COMP001021964891	CompTIA Project+	ITIL 4 Foundation
CompTIA Network+		CompTIA A+	

EDUCATION

Lake Area Technical College   **2014**
AAS, Computer Information Systems - Programming Option   Watertown, SD