**Edward Giltmier**

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**SUMMARY**

Diligent and self-motivated Technology Engineer, with over 16 years of experience providing technical assistance to business professionals across a variety of industries including Retail, Insurance, Finance, and Real Estate. Demonstrated expertise in network support, helpdesk support, infrastructure support, software application maintenance and testing, data management, mobile device configuration, security support, and Windows and Microsoft products.

**TECHNICAL EXPERTISE**

**Operating Systems & Software:**

Windows XP, Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows Server 2003, Windows Server 2003 R2, Microsoft Active Directory, Group Policy, DNS, Database, Microsoft SQL 2005, Windows SQL 2008, Windows SQL 2012, VMware Workstation, Microsoft SCCM, Cisco VPN, Cisco AnyConnect, Office 2003, Microsoft Office 2007, Microsoft Office 2010, Microsoft Office 2013, Microsoft Security Essentials, Malwarebytes Anti-Malware, Mac OSX/Server (minimal), Windows Server Backup, Backup solutions

**Hardware:**

Desktop computers, laptops, SMB servers (name brand/generic), RAID, SMB switches (primarily Cisco and Dell), SMB routers, server racks, patch panels, UPS, SAN

**PROFESSIONAL EXPERIENCE**

**IBM, Chicago, Illinois 1999 – Present**

**Service Technician / Team Lead / Focal**

IBM is a global technology and innovation company headquartered in Armonk, NY. It is the largest technology and consulting employer in the world offering a wide range of technology and consulting services. My tenure with the organization has reached over 16 years and the support of various organizations and industries across the country. My specialty has resided within IT Support, Point of Sale hardware / software and the support of various networks / infrastructure environments.

**Clients include:**

**Chubb Insurance, Chicago, Illinois 2010 – Present**

**Desktop Support**

* Serve as primary desktop support for 600+ users in local & remote locations
* Provide technical support/consultancy on technical issues/concerns via deskside support, web conference, phone, and email
* Configured and troubleshot new Encryption hardware, as well as new accounts in Active Directory.
* Update printer servers, added new devices, and configured scanner network devices
* First response and on-call responsibilities for all technical issues at corporate and remote locations
* Support Internet and local based applications
* Manage corporate network / infrastructure
* Systems management and asset inventory
* Manage VoIP phones and service
* Remote access solution leveraging Remote Desktop Services
* Deployed PGP encryption for all company laptops
* Lead company upgrade to Windows 7 Enterprise for 900+ users
* Support Outlook 2010 using the enterprise vault system in place of archiving email
* Provide ticket resolution and escalation through the Maximo Asset Management solution
* Created, deleted, changed, and migrated domain accounts in Active Directory 2003/2008
* Configured Mobile devices, Blackberry, iPhones and Smart phones
* On call support for executive team

**Jones Lang LaSalle, Chicago, Illinois 2006 – 2010**

**Help Desk / Desktop Support**

* Serve as Help Desk / Desk Side support of 3 offices
* Provide technical support by analyzing and troubleshooting issues to employees, local and regionally
* Create & resolve support tickets to track employee support activity utilizing ManageNow ticking system
* Configured new accounts and managed network security
* Provided and configured iPad and mobile phones for remote users
* Provide consultancy to employees on IT issues to resolve business dilemmas and improve efficiency
* Partner with Project Management and Development teams to ensure the business was supported across the enterprise

**IBM, Various States & Clients 1999 - 2006**

**Service Technician & Team Lead**

* Contracted by **Kohl’s** Department Store to lead a six year project to upgrade IBM servers, installation of price scanners, and replacement of all Cisco switches in 36 stores
* Contracted by **Target** to convert 900 stores involving the replacement of 2,500 NCR terminals, 15,000 IBM 4694’s, 5,500 Axiom printers, and installation of 1,800 NT servers, along with 26,000 APC UPS’s.
* Contracted by **Best Buy** for ongoing server and register refresh. Projects included Server installs of IBM X series servers, data migration, and wiring and racking of servers.
* Contracted by **Coach** Stores for POS installation in all new stores in the Chicago area.
* Contracted by various **Ford** Dealerships upgrading and updating their service department servers. Installed Cisco Routers as part of the Fordstar online training program.
* Contracted to **BP** to reduce the number of servers that were needed by migrating to an offsite facility. Inventoried and sent out over 6000 tapes for disposal. Decommissioned servers to reduce the footprint in several campus locations to allow consolation to only one server farm.
* Contracted to **Washington Mutual** to service branches requiring upgrades on servers and work stations. Also responsible for servicing new locations and closing branches in the Chicago area.
* Contracted to **Jewel** Stores to lead a team of 5 technicians for a POS refresh in a total of 18 Chicago stores.
* Contracted to **Harley Davidson** providing support to upgrade AS400’s in various dealerships and stores.

**Technology Service Solutions, Chicago, IL 1997 – 1999**

**IT Service Technician**

I started my technical career with Technology Service Solutions which was a joint venture between IBM & Eastman Kodak. In January of 1999, IBM acquired the rights to the venture and I was transitioned to IBM.

During my two years with TSS, I serviced various clients across the Midwest providing technology consulting.

**CERTIFICATIONS AND TRAINING**

CompTia A+ Certified

IBM Custom Professional Services (Course #PTIBMCPS)

Symbol Tech: Wireless Switch Course

**REWARDS AND RECOGNITION**

IBM Means Service Award

Merit Awards (Bank One / Ford / Kohl’s)

**HIGHLIGHT OF QUALIFICATIONS**

Project and time management skills

Incredible initiative, self-starter, and self-motivator

Special talent for establishing rapport with both management and support staff

Proven ability to take charge of a project, resolve problems and bring the project to a close

Constantly working nights / weekends to ensure no disruptions of business units

**EDUCATION**

ITT Technical Institute, 1998

Associate Degree: Electronic Engineering