1. Spearheaded inventory control measures to replenish and maintain IT equipment, supplies, tools and replacement parts.
2. Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
3. Planned and implemented complex internet and intranet applications on multiple platforms.
4. Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for [Number] users.
5. Conducted testing and troubleshooting for various software remotely and onsite for [Number] server sets to maintain operational readiness.
6. Achieved [Number]% customer satisfaction rate while administering [Type] systems.
7. Determined compatibility with various software by developing modification and integration programs.
8. Developed programs to integrate and update software products and improve system compatibility.
9. Created patches and solutions to fix bugs in existing applications.
10. Automated nightly batch using Active Batch scheduler and created nightly jobs for database backups.
11. Developed and deployed SSRS reports to report manager.
12. Orchestrated integration and communication of software upgrades.
13. Resolved issues and escalated problems with knowledgeable support and quality service.
14. Performed network security design and integration duties.
15. Monitored networks and network devices to resolve technical problems quickly.
16. Maintained flexible schedule and responded to after-hours and weekend emergencies.
17. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
18. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
19. Led server infrastructure development, quality assurance, staging and production systems.
20. Designed and evaluated WAN and LAN connectivity technologies.