1. Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for [Number] users.
2. Developed programs to integrate and update software products and improve system compatibility.
3. Conducted testing and troubleshooting for various software remotely and onsite for [Number] server sets to maintain operational readiness.
4. Planned and implemented complex internet and intranet applications on multiple platforms.
5. Spearheaded inventory control measures to replenish and maintain IT equipment, supplies, tools and replacement parts.
6. Achieved [Number]% customer satisfaction rate while administering [Type] systems.
7. Determined compatibility with various software by developing modification and integration programs.
8. Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
9. Created patches and solutions to fix bugs in existing applications.
10. Developed and deployed SSRS reports to report manager.
11. Automated nightly batch using Active Batch scheduler and created nightly jobs for database backups.
12. Orchestrated integration and communication of software upgrades.
13. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
14. Standardized job tasks and trained junior team members on industry best practices and standards.
15. Optimized system security and performance with proactive changes such as [Type] and [Type].
16. Maintained flexible schedule and responded to after-hours and weekend emergencies.
17. Designed and evaluated WAN and LAN connectivity technologies.
18. Monitored networks and network devices to resolve technical problems quickly.
19. Performed network security design and integration duties.
20. Diagnosed and executed resolution for all network and server issues.