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