**William Joseph Merritt Jr.**

**150-34 118th avenue**

**Jamaica, NY 11434**

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**PROFESSIONAL SUMMARY:**

I am highly motivated self-starter, with experience in both team management, and hands on technical support for large and small companies. My ideal environment is one that will allow me to interface with the people I support, and allow for personal growth and learning. Whether leading or being part of a team, I always strive to make the most positive contribution to the organization.   
  
Specialties:

Helpdesk/Desktop Management, Process Improvement, Incident Management, EDiscovery, Windows/Mac OS Support, Mobile device support and management (IOS, Android, Blackberry), Vendor Management, Purchasing and Procurement, Various ticketing system, IT Reporting, Asset Management, Monitor systems and proactive support, Windows Administration. SQL, SeviceNow, ServiceDesk, Spiceworks, Uniflow. Active Directory, Exchange Management. Desktop Central, Kaspersky Security suite, Sophos, Uniflow, SecureJet, MS Office suite, Cisco Unity Call Manager, RSA, VPN, SCCM, PDQ, WDS, Reuter Plus, Bloomberg. Encryption. Crestron A/V equipment. Technology procurement and sourcing.

**EXPERIENCE**

**Enterprise Support Operations Hands on Manager**

**Medidata New York, NY December 2015 - Present**

* Managed the Global Support Operations Support team, overseeing offices in NYC, London, Tokyo, San Francisco and Seoul Korea
* Coached and developed a team of 15 engineers across 5 countries and several states
* In addition to managing the team, also provided hands on support the executive team in North America
* Responsible for planning the IT operation for special company events and seminars.
* Solely responsible for IT Procurement and Vendor management.
* Implemented an Asset tracking system and process to help company achieve compliance with client audits
* Revamped the Onboarding and Off boarding process, streamlining and automating several processes to increase efficiencies.
* Provided Hands on support to Windows 10/7 and MacOS systems, as well as mobile devices.

**Global End User Services Manager**

**Hedegeserv New York, N.Y. May 2015 – December 2015**

* Manage a team of 5 technicians in the NY office
* Manage all service request and incident tickets entered into the queue. Tickets are even distributed to team members.
* Troubleshoot issues with Windows/Mac OXS systems and applications.
* Troubleshoot and fix a variety of printers issues, and mange the print server.
* Provided follow the Sun support to our European and Sydney Users
* Started a weekly new hire on boarding IT training class, to familiarize new starts with our organization and systems.
* Implemented a secure printing solution called Securejet.
* Implemented Casper suite solution for integration of Mac OSX devices into the environment
* Work closely with the Directory of Information Security to ensure all security policies are followed by helpdesk team, and provide insight and input to help steer future policy and risk assessment.
* Trace and patch Network port panels to desk
* Configure VPN access, and Mobile email access for clients.
* Ensure that onboarding and off-boarding IT policies are followed, routinely performing audits of all active accounts in AD, Exchange, RSA, and other applications.
* Perform software audits on all company machines to scan for unlicensed software.
* Run though daily am/pm checklist for the office, to ensure systems availability and proactively correct any issues that may arise. Preformed Checks of VoIP system, Conference room A/V, Activesync test, Mail server, Data Domain, and Symantec Backups.
* Maintain all office conference rooms, ensuring proper operation of video conferencing system and conference phones
* Maintain list of D.I.D’s for phone extension assignments in Cisco Unity Call Manager
* Maintain Keypass password database.
* Enforce compliance with tick SLAs and manage workflow via Managed Engine Ticketing system
* Developed and deployed an encryption policy for all corporate laptops, limiting access to devices without encryption deployed to secure company data.
* Configured Mobile Device policies for encryption and email containerization to protect company intellectual property, and properly manage BYOD IOS and Android devices in the organization.
* Configured and managed Uniflow secure printing system.
* Responsible for the maintenance and cleanup of Active Directory OU’s
* Implemented Group Policy drive mapping replacing older login script which had proven unreliable.
* Setup Ziften as a desktop monitoring solution in an attempt to provide more proactive support to end users instead of reactive.
* Managed multiple projects as the company expended and required controls to be put in place to achieve regulatory compliance.
* Researched, implemented and maintained MDM system for manage mobile devices both corporate owned and BYOD. Defining policies to minimize potential for corporate data loss.
* Maintain Active Directory Database.
* Provide white glove IT service to owner of the company, and other high level executives within the company.
* Maintain Hardware and inventory for NY office
* Keep track of all licenses for software and RSA hard and soft tokens
* Support Remove offices through Teamviewer during business hours and off hours
* Maintain and update PC images on Windows Deployment Server

**IT User Services/Desktop Support Manager**

**Havas Media, New York, NY May 2013 – April 14, 2015**

* Manage the North American IT service desk, which includes offices in NY, Boston, Atlanta, Miami, Chicago, San Francisco, and Toronto. Directly supervised a staff of 18 Technicians, 3 network engineers, and 2 Audio/Video Technicians
* Responsible for the purchase and Asset tracking of all IT equipment including PCs, Mobile phones, Tablets, and AV equipment.
* Enforced compliance with Ticket SLAs
* Performed all IT Procurement and Sourcing functions for the organization
* Developed and Manage Hardware Lifecycle for equipment
* Troubleshoot issues with A/V Teleconferencing systems: Crestron, Polycom, Cisco
* Cultivate client culture to train the customer to submit service tickets for support and discourage walk ups which disrupted helpdesk work flow.
* Deployed PGP encryption to company laptops
* Managed Lotus Notes Email Accounts
* Responsible for payment and tracking of all invoicing as related to technology in the company.
* Designed and implemented security policies and procedures governing remote access to network resources and PCs
* Responsible for the direct hiring of IT support staff
* Created and 24/7 escalation path for high priority issues for senior executives.
* Setup Spiceworks ticking system then migrated to ServiceDesk once our needs grew.
* Worked with Havas Spain and France in migrating remote access from RSA token based system, to smartphone authentication based Swivel system
* Direct point of contact for dedicated support for company leadership team. I provided personal and direct dedicated support for issues with their, PC, Macs, applications or mobile devices
* Created and documented various IT processes and policies to be enforced through the organization
* Managed the Active directory security database
* Planned and executed multiple office moves across the country.
* Create, process and approve payment of purchase orders to vendors and contractors

**Assistant Vice President – Incident Engagement Manager**

**Citigroup, Hauppauge, NY** Sept 2011 – May 2013

* Identify, escalate and manage severity 1 and 2 global incidents across the entire organization
* Provide leadership during the following activities: Incident Identification, Investigation and Diagnosis; logging, categorizing and determining the severity of incidents; incident resolution or recovery via temporary workarounds; post incident discussion and customer verification of restoration of service. Creating and managing conference bridges.
* Monitor critical applications, servers, Braches, offices for failures, and remediate where possible.
* Monitor ServiceNow and Remedy Ticket queues for issues assigned to my group, and take ownership. Once assigned, attempt to remediate the issue, and escalate if remediation is not possible
* Push software updates to branch workstations during off hours, and monitor for failures, remediating where possible and escalating when necessary.
* Utilize the following monitoring tools: HP BAC (Mercury), CA Unicenter, Tivoli, Netcool, and Sitescope.
* Compile a report of change activities throughout the company that may impact the systems we support. I am solely responsible for the creation, verification, and distribution of the report to our team members and management.
* Create and manage conference bridges for potential business impacting service interruptions

**Officer – Distributed Technologies Supervisor**  June 2010 – Sept. 2011

**Citigroup, Weehawken, New Jersey**

* Supported windows Workstations and Thin Clients in the Weehawken and Greenwich offices
* Performed software distribution packaging and scheduling
* Supervised a team of 4 technicians
* Maintained ticketing queue, assigning to various teams as necessary
* Work with Tivoli monitoring team on the reduction of false alert events and improve on the time to resolve problems by performing monitoring gap analysis and creating tasks to add monitoring for applications that were identified as not having monitoring in place.
* Provided remote support to offices in EMEA region during daylight hours

**MerrittOne – Co Founder/Owner** March 08 – May 2015

New York, NY

* Founded the company to provide expert managed support services to small to medium sized companies, looking to create a technology infrastructure.
* Managed a team of 6 employees in our NYC office
* Provided support and offered Managed IT services for the infrastructure, desktop environments of small to medium companies in the midtown Manhattan and surrounding areas.
* Provided a IT business analysis of a clients environment, and tailored a solution to the clients individual needs.
* Kept track of company Budget and Finances
* I was the key partner in seeking and securing new business contracts.
* Supported Windows and Mac OS x environments, and provided support for custom databases that we created for smaller offices for HR management and Asset tracking

**Senior Technical Analyst, E-discovery, Desktop Engineer.** March 08 – June 2010

**JPMorgan Chase Co**, New York, New York

* Responsible for the archiving and retrieval of data across the entire company.
* Worked with various departments within the organization to ensure the safe disposal of computer equipment and to ensure that we are able to collect any data that is contained within is collected with our Digital Safe.
* Worked closely with the Legal and compliance departments to capture data and provide remote surveillance of employee computers, smartphones and network attached storage.
* Lead E-Discovery investigator on the Bear Stearns project, to collect data, and create evidence log files on former Bear Stearns executive staff, to defend the company in case of litigation.
* Provided technical support Legal Services and Operation Risk Management and compliance teams for email, instant messaging and/or file restores in support of regulator litigation matters.
* Responsible for weekly reporting on team progress on the surveillance and data collection for active high profile litigation.
* Managed E-Discovery Laboratory of 4 technicians.
* Create and document processes and procedures for the lab.
* Interface with senior executives within the company during recovery requests. Discuss requirements, collect recovery documents, execute searches, provide status, escalate issues, and deliver final product to the requesting party.

**Senior Desktop Lead**  March 2008 – October 2008

**JPMorgan Chase – Bear Stearns Transition**, New York, New York

* Senior desktop technician. Lead a team of 5 desktop support technicians, providing support to 400+ users in the Asset Management department of formerly Bear Stearns that included developers, senior executives, traders, and analysts.
* Create documentation for Bear Stearns developed custom applications, and share the support documentation with J.P. Morgan Chase personnel
* Responsible for transitioning Bear PC and Laptop images to JP Morgan builds.
* Create detailed equipment and software inventories.
* Support the Wealth Management trading floor.
* Assist users with Transition to JP Morgan Chase Application and systems
* Backup user information.
* PGP administration – installed/configured/maintained PGP encryption on laptops for remote use
* Create VMware Virtual Machines that contained an image of the users original Bear Stearns PC, that allowed the user to access his old applications and data needed, until all information and systems could be completely migrated.
* Document the process for accessing VM, VPN and Citrix. Trained offshore staff in their usage as well.

**Desktop/Application Support Lead**  January 2006 – March 08

**Bear Stearns**, New York, New York

* Provided support for the Longview and Tethys trading systems used by the asset wealth management department.
* Manage team of technicians providing support to four NYC locations
* Periodically supported multiple project deployments involving OS/Software upgrades, lan/wan upgrades, Citrix and VMs
* Supported the deployment and the monitoring of the Longview and Tethys trading applications.
* Worked in an intense trading environment that required quick decision making, fast problem escalation, quick resolution of issues.
* Provided supplemental support to technical support staff in remote locations via RDP
* Responsible for the creation of new employee accounts and entitlements in Active Directory.
* Provided One to one support for High profile executives within the company.

**Senior Desktop Support Analyst,**  November 2000 – February 2006

**Bear Stearns**, New York, New York

* Provided Specialized Desktop support to users in the Investment Banking Department
* Maintained custom database system for Investment research center
* Maintained Active Directory
* Set up conference rooms and training sessions for audio and video conferencing with in-house, domestic and international communications using PolyCom and VoIP systems.
* Provided configuration and troubleshooting for PCs with Remote Access through Dial-up, CompuServe PAL and VPN through DSL/Cable/Wireless setups.
* Configure remote access
* Worked on multiple high level projects in the company

**IT Procurement Specialist**  November 1995 – November 2000

**Bear Stearns**, New York, New York

* Researched, recommended, and created purchase orders for all Technology products for Bear Stearns globally.
* Worked closely with the R&D department in evaluating new products for recommendation within the organization.
* Responsible for auditing of company assets, and tagging all equipment
* Develop reporting tools and structures for upper management and financial accounting review.
* Initiated and developed the process responsible for timelier turnaround in regards to procurement inquiries and asset management.

**Volt Services Sept 94 – Nov 95**

**Support specialist**

* Assist development team in writing of financial software
* Provide technical support to PCs and Mac systems
* Assist in design of corporate Intranets for various companies

**Viacom Inc Aug. 93 -- Oct. 95             .**

**Desktop support Technician**

* Troubleshoot and repaired PC hardware and printers.
* Managed an office of 5 technicians.
* Maintained inventory of PC equipment.

**EDUCATION and Certifications**

Electrical Engineering, Bachelor of Science 1993

New York Institute of Technology, New York, New York

Six Sigma Lean Yellowbelt 2012

ITIL V3 Foundation Certification 2013

MCSE 2000, 2012, 2014

CISSP In Progress

**ACTIVITIES & AWARDS**

Bear Stearns Employee Bravo Award 2006

Citigroup Employee RAVE Award 2011

Medidata Encore Aware 2016 for outstanding service

Medidata Encore Aware 2015