

# DAR124

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## QUALIFICATIONS & SKILLS PROFILE

- A+ Certification
  - NET+ Certification
  - MCP Certification
  - Excel 2003 and 2010 – Completed course levels 1, 2 and 3
  - Servicing HP desktops, workstations and notebooks technician course
  - Experience Installing, supporting and managing Windows XP, Windows 7, Windows 8, Windows 10, Microsoft Office 2010, 2013 and 2016, Adobe Acrobat, Skype for Business, Mimecast, MaaS360, Undelete Server Edition, Citrix Systems, FMS (Food Management Software), Symantec Management Console, Altiris, and network print servers
  - Data Migration and Data Recovery
  - Active Directory Group Policy Management
  - Training users to use Microsoft Office 2013, Office 2016 and other various applications more efficiently
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## Education

- **XXXXXX State University**  
XXXXXXX College of Business  
M.B.A., Emphasis in Finance and Strategy
  - **XXXXXX College**  
Bachelor of Arts in Business Administration with a minor in Economics  
Accumulated GPA: 3.0, GPA in Major: 4.0
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## Professional Experience

**XXXXXXX., LPA** – XXXXX, Ohio

XXXXXXXXX - 07/2017 – Present

- Work as part of a 6 person team to provide PC hardware, software, cellphone and printer support for 200 on site users and 150 remote users.
- Responsible for supporting Office 2013 and 2016 in an Office 365 environment.
- Support the daily use and upgrades of a cloud based document management system.
- Complete on site and remote hardware and software upgrades as needed.
- Image and update laptops, desktops and servers.
- Deploy, manage and troubleshoot network issues within a complex multi-site environment.
- Install, configure and support network printers and copiers for all firm offices.
- Use Symantec Management Console and Altiris to perform tasks, schedule events, run reports on firm PC's.
- Work with vendors to assure leased hardware is serviced and upgraded per the lease agreement.
- • Limited travel to remote offices to assist with office expansions and office moves.
- Maintain an inventory of firm owned computer equipment.

**XXXXXXXXXXXX** – XXXXXX, Ohio

System Administrator II - 01/2011 – 06/2017

- Responsible for ensuring department workstations and servers are maintained at the highest level of availability, reliability and performance.
- Configure, install and maintain network operating systems, user workstations and automated management processes.
- Configure and support iPhones & iPads throughout the enterprise.
- Manage role based Active Directory access for user accounts.
- Participate in monthly meetings to stay current on new developments within the department, across the enterprise and within the industry.
- Participate in creation and maintenance of enterprise standards, policies and procedures.
- Evaluate new hardware and software products for use within the corporation.
- Respond to and resolve help desk tickets.
- Assist with yearly inventory and hardware lifecycle upgrades.

**XXXXXXXX** – XXXXXX, Ohio

System Administrator - Consulting at XXXXXX 01/2010-12/2010

- Initial point of contact between XXXXXX staff and the IT Department.
- Interact with Doctors, Nurses, Managers, Patients and the Helpdesk to resolve various IT issues.
- Responsible for troubleshooting, maintenance, repair and monitoring of portable workstations, desktops, laptops, clinical workstations and printers.

Rollout and Support Team – XXXXX Project

- Worked as part of a team to relocate a 750 person office
- Configure desktops, kiosks and network printers in the new office.
- Verified the new office had wireless connectivity and equipment had access to proprietary applications.

**XXXXX** – XXXXXX, Ohio

Consulting – Technical Consultant 03/2009-01/2010

- Responsible for new system installs, standard break/fix repairs and upgrades.
- Basic network troubleshooting.
- Perform regular system analysis to ensure current hardware and software in use is performing as expected, and make recommendations as needed to improve reliability and performance to improve employee productivity.

**XXXXXXXX** – XXXXX, Ohio

Data Quality Analyst - 06/2005-03/2009

- Part of a team responsible for developing, deploying, troubleshooting and managing a multi-million dollar hardware/software LOS for xxxxxxxxx, which improved data accuracy, increased volume of closed loans and simplified documentation by being paperless.
- Continually monitor the LOS for system flaws/upgrades and work with Strategic Solutions Department to assure the necessary corrections are made.
- Audit loans from daily funding reports and notify management of funding errors.
- Actively managed accounts in the funding pipeline to assure they are funded according to Chase guidelines.

**XXXXXXXXXXXX** – XXXXXX, Ohio

Bankruptcy Analyst 09/2002-10/2004

- Monitor a portfolio of 1,900 mortgages in active bankruptcy status, with an approximate face value of \$100 million.
  - Manage dismissed and discharged accounts, protecting xxxxxxxx interests throughout the process.
  - Acted as a liaison for attorneys, borrowers and bankruptcy trustees.
  - Prepare weekly and monthly status reports for senior management.
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