

THIS IS RESUME WRITTEN BY JOE CONNOR THAT RESULTED IN INTERVIEWS. ONLY THE CLIENTS NAME, PERSONAL CONTACT INFORMATION AND COMPANY TITLE AND JOB TITLE HAVE MODIFIED FOR PRIVACY. PROSPECTIVE CUSTOMERS INTERESTED IN SPEAKING WITH THIS CLIENT, PLEASE EMAIL JOE CONNOR.

SL

Address, City, CA Zip ~ (XXX) XXX-XXXX ~ clients_email_address@yahoo.com

SUMMARY OF QUALIFICATIONS

- Personable and proactive IT Systems Administrator/Computer Operations Specialist with a proven track record of working well under pressure providing technical support to end users and helping improve productivity.
- Experienced leading technical support, handling help desk ticket requests, calming customers and working to resolve their problems in a timely and efficient manner.
- Outstanding problem solver with solid communications skills and ability to train others on troubleshooting.
- Expert hardware and software troubleshooter, installing, configuring, operating, maintaining and fixing problems quickly; also hands-on experience installing multiple servers, computers, laptops and workstations.
- Experienced with Microsoft Systems; earned the following certifications: Microsoft Certified Professional (MCP); Microsoft Certified Technology Specialist (MCTS); Microsoft Certified Professional Administrator (MCSA); and Microsoft Certified Professional Engineer (MCSE).
- Strong time management and organizational skills who can work well independently with no supervision.
- Authorized to work in the U.S. with green card and outstanding references; Bilingual (English and Hebrew).

PROFESSIONAL EXPERIENCE

EMPLOYER, City, State

2009-June 2010

IT Tech Support/Network Administrator

- Reporting to the CEO, managed Active Directory and domain controller user's accounts under Windows 2003 server, implementing GPO security policy objects for all Active Directory OU (Organizational Unit).
- Deployed, created and managed on-demand customer relations management software (SugarCRM) on Windows 2003 server to enable access to inter-office email and shared Internet services; managed five servers.
- Handled all help desk ticket requests, responsible for fixing all internal software issues, as well as networking connectivity issues and switches, including security appliance and providing users with VPN access.
- Installed a new Peachtree Quantum Windows 2003 Dell server, including setting up Peachtree 2009 accounting software for up to 10 users, which enabled employees to share data and improved productivity.
- Provided third-party level support and network solutions for workstations and customer problems, including remote support to customers worldwide using Gotoassist; also responsible for backup tasks on Windows 2003.
- Drafted network procedures and updated network documentation, such as backup procedures and adding users' permissions, and purchased and updated memory and customized workstation hardware as necessary.
- Supported, managed and maintained terminal servers, DHCP, VPM and DNS in Windows 2003 environment.

EMPLOYER, City, State

2008-2009

IT Specialist/Owner

- Provided timely computer support, maintenance and repair for up to 50 clients, both individuals and small business owners, including on-site installation, remote support and laptop repair, especially of Dell computers.
- Built networks for small business clients from scratch, adding routers and network printers so employees could quickly and easily share information.
- Handled a variety of repair services, including virus removal, as well as hard drive de-fragmentation.

EMPLOYER, City, State

2006-2007

Computer Technician/Tech Support

- Reporting to the CEO, served as the main help desk support and network solutions representative for makers of PC and non-PC based DVR Surveillance equipment and cameras, working well under pressure to fix problems.
- Manually built up to five PC-based DVR systems per day based on the customers' hardware preference, including the motherboard, as well as installing the hard drive and operating system.
- Installed DVR software, including capture card installation, and setup the configuration.

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- Trained customers by telephone and remote access on how to connect equipment to the network and ensure they were able to view footage from the DVR cameras system over the Internet, including opening the right ports on the customers' router to make sure the Internet Service Provider was not blocking any ports by default.

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PROFESSIONAL EXPERIENCE

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EMPLOYER, City, State 2004-2005
IT Specialist/Owner

- Delivered computer repair and maintenance services to up 100 clients, both individuals and small businesses, performing data recovery services and provided networking solutions and remote support over the Internet.
- Built business through referrals by providing outstanding customer service, reformatting and reinstalling Windows XP; adding memory; replacing hardware; and setting up new computers.

EMPLOYER, City, State 2002-2003
Quality Control Manager

- Successfully trained and supervised up to 20 personnel, responsible for inspecting Motorola wireless products.

EMPLOYER, City, State, Ramat Gan, Israel 1999-2002
Production Associate

- Assembled and inspected Passive Optical Network and Broadband Passive Optical Network technology.

TECHNICAL SKILLS

Network Operating Systems: Microsoft Windows Systems (Windows 98/2000/ XP/Vista/7 and Windows Server 2000/2003/2008); Familiar with Linux operating system.

Network Topology: Active Directory; TCP/IP Ethernet Networking and the OSI layers; set-up, implementation and support for LAN/WAN network topologies and protocols with working knowledge of layer 2 and layer 3 switches; hubs, routers, firewalls and other related network infrastructure equipment configuration and installation.

Networking Protocols: TCP/IP, DNS, WINS, DHCP, SMTP; Sonicwall and other firewalls; remote access technologies (VPN, Dial-up, Terminal Services, GotoMeeting, WebEx).

LAN Administration: Windows Server 2003 and/or 2008; Active Directory administration; Configure, manage and install hardware-based firewalls; Advanced desktop and server support, troubleshoot, rebuild, reconfigure and restore.

Desktop Applications and Software: MS Office 2007/2003/XP/2000/XP//97; Outlook 2007/2003/XP/97/SUGARCRM/PEACHTREE QUANTUM accounting software.

Backup Applications: VERITAS Net backup.

Hardware: Dell workstations (e.g., Precision and Dimension workstations family, including Dell servers, Power Edge 2900 Tower Servers, T710, T410). Expert skill-level for all Dell laptop repairs and maintenance.

EDUCATION AND CERTIFICATES

XYZ College, City, State

- Earned the following certifications: Microsoft Certified Professional (MCP); Microsoft Certified Technology Specialist (MCTS); Microsoft Certified Professional Administrator (MCSA); and Microsoft Certified Professional Engineer (MCSE).

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XYZ College, City, State

- Majored in Web Design and Webmaster, with courses in HTML, Freehand, Photoshop, ASP, and IIS.

XYZ College, City, State

- Majored in PC Technician, with courses in computer hardware and operating systems including PC diagnostics.