

Diverse, driven, diligent.

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**Profile**

- More than 10 years' successful experience in Information Technology and customer support related fields.
- Ability to train, motivate, and supervise Help Desk and IT staff.
- Unique ability to communicate with people of all technical abilities.
- Served as project manager for large scale roll outs of county-wide computer systems to single office upgrades of fewer than a dozen computers.
- Highly skilled with computers from years of hands on experience with multiple platforms.
- Adept with all past and present forms of Microsoft Windows desktop and server environments.
- Adept with other Microsoft platforms and software packages from DOS, to SQL, to Office 2013.
- Experienced at troubleshooting Mac OSX and Linux desktop operating systems.
- Experienced at troubleshooting tablet and smartphone operating systems (iOS, Android, Windows Phone, and Windows RT).
- Experience with multiple web-based Content Management Systems (CMS), particularly versed in deploying, configuring, and maintaining WordPress websites.
- Experienced with Search Engine Optimization (SEO) techniques for online discovery.

**Synopsis of  
Achievements**

- President of ABT of Delta Chi Behrend Chapter (2014-Present).
  - Sole proprietor of website offering solutions to uncommon technical problem with over 65,000 visitors annually.
  - Invited to attend TEDx Rochester 2011.
  - Nominated to be a 2011 Microsoft Most Valued Professional.
  - 2009 Microsoft Most Valued Professional award winner.
  - Microsoft Community Ambassador 2008-2015.
  - Maintain social media accounts with several hundred followers.
  - Completed 2-year 3Com/WestNet Inc. computer networking course.
  - Completed 80 hours of Microsoft Exchange Server training.
  - Microsoft Sales Training Certified Windows ME, 2000, XP & Office XP.
  - Beta tested software in an official capacity for Microsoft, Diversions Entertainment, & X3dfX Inc.
  - Volunteer technical support staff for former 3dfx Interactive, Inc.
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## Employment

*Spartansburg Regional Health Center, Spartansburg, PA*

*July 2013 - Present*

### **Director of Information Technology and Security**

- Studied and maintained PCI, HIPAA, and FIPS compliance.
- Planned, budgeted, and executed Windows XP to Windows 7 upgrade project.
- Created a website using a Content Management System that will allow even the company's least tech-savvy staffers to easily make changes and improvements.
- Implemented online patient portal.
- Researched and implemented new security camera system.
- Used existing firewall hardware to enhance security and optimized network performance.
- Instituted e-waste recycling program and ensured data was properly erased from hardware leaving our offices.

*IV4, Inc. Rochester, NY*

*Dec. 2010 – July  
2013*

### **Help Center Lead**

- Promoted to middle-management, approving time sheets, time off requests of Help Desk staff, scheduling of Field Engineers, etc... - while still holding Lead Technician position.
- Promoted to "Help Center Lead" (an internal issue escalation position that did not previously exist within the company, created for my unique blend of skills).
- Supervised small but efficient Help Desk staff of three technicians.
- Liaison between Help Desk Technicians and Field Engineers.
- Provide first line response for users requiring assistance with information technology issues and problems.
- Maintain internal IT infrastructure under the direction of the Director of IT.
- Quickly and accurately determine incident scope and impact.
- Manage critical incidents to resolution.
- Resolve daily issues of a complex scope that impact the team and overall business objectives.
- Monitor server & network systems for Managed Services clients.
- Perform interviews for new Help Desk Technicians and provide feedback for promoting current employees.
- Manage the technical resource calendar for service delivery.
- Manage Help Desk ticket queues.
- Maintain and support personal computers, tablets, smart phones, servers, network equipment and common applications.
- Windows client and server side troubleshooting and administration.
- Firewall and VPN client troubleshooting.
- Data Archive troubleshooting and administration.
- Virus/Spyware Removal/Detection.

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- Configuration and troubleshooting of cloud-based services.
- Mobile phone configuration and troubleshooting.
- Unscripted troubleshooting: each call is unique, as is each resolution.
- Excellent written and verbal communication skills. Experience in dealing with difficult interpersonal situations regarding support issues.
- Train helpdesk staff on operational procedures and troubleshooting techniques. Provide training to Help Desk and Field Engineers staff on new hardware and/or software applications as requested.
- Analyzing and identifying trends in issue reporting and devising preventative solutions. Expected to offer suggestions for any noted process improvements and develop the new procedures.
- PC/Mac hardware/software troubleshooting, network configuration, upgrades.

***Seneca Library District, Warren, PA***

*Dec. 2008 –  
Dec. 2010*

**District Technology Consultant**

- First line of Technical Support for the 17 libraries of the Seneca District.
- Project Manager of two different county-wide automation server implementation projects.
- Coordinated technical resources across five counties.
- Made recommendations & some final decisions with regards to network & PC hardware & software installed at each site.
- Deployed new hardware & software, including Windows 2008 SQL Servers, Desktop workstations & Netbook laptops, from Windows XP to Windows 7, as well as upgrades to library automation software (Follett Software Company's Destiny).
- Determined specification requirements of computers as needed.
- Often had to find inexpensive & sometimes free/open source alternatives to expensive software packages.
- Discern the different needs of large libraries or small town, single room libraries.
- Produced & performed training classes for both staff & public patrons.

***Stambaugh Ness, PC, York, PA***

*2008*

**Help Desk Support**

- Primary support for Hanover office.
- Phone & e-mail support for all employees.
- Hardware/software inventory control & documentation.
- Responsible for Daily Backups.
- Wrote technical documentation & user guides, performed staff training.
- Provided technology training for new hires.

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*Corry Public Library, Corry, PA* 2003-2007  
**Computer Technician**

- Student Work-Study / volunteer position as sole IT person.
- Installation & preventative maintenance / upkeep of hardware & software.
- Windows NT 4.0 Server & Database Management.

*Findley Lake Trading Company, Findley Lake, NY* 2006  
**Web Developer**

- Learned proprietary web-design system in days, on the job, no other design staff.
- Streamlined online catalog of 6,500+ items.
- Data entry.

*Bright Hospitality, Titusville, PA* 2002  
**Internship**

- Structured spreadsheet that was fed into File Maker Pro to generate online catalog of several thousand items.
- Wrote detailed product descriptions & processed customer orders.
- Data entry.

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**Education** *Penn State Erie, The Behrend College, Erie, PA* 2007  
**Bachelor of Arts in English, concentration in Creative Writing**

- Editor of Lake Effect, literary magazine with international circulation.
  - Delta Chi Fraternity - as an undergraduate: Secretary, Vice President, & Associate Member Counselor. As an alumnus: President of Alumni Board of Trustees (since April 2014).
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