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| **Diverse, driven, diligent.** | |
| Profile | * More than 10 years’ successful experience in Information Technology and customer support related fields. * Member at Large of Corry Arts Council. * Board member of Creativity for You. * 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. * Experience with multiple web-based Content Management Systems (CMS), particularly versed in deploying, configuring, and maintaining WordPress websites. * Adept with most Microsoft platforms and software packages from DOS to Windows Server 2016, Exchange Server, SQL Server, Active Directory, and more. * Experienced at troubleshooting Mac OSX and Linux desktop operating systems. * Experienced at troubleshooting tablet and smartphone operating systems (iOS, Android, Windows Phone, and Windows 10 S). * Experienced with Search Engine Optimization (SEO) techniques for online discovery. |
| Synopsis ofAchievements | * 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. |

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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. * 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. | |  |
|  | 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. | |  |
| 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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