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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.
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| 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.
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|  | 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.
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|  | 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.
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|  | 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.
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|  | 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.
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|  | 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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