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OBJECTIVE

I would like to work in a fast-paced team environment where I can showcase and build upon my troubleshooting and technological skills.

SKILLS AND CAPABILITES

- Windows 2000 & 2003 Server administration – 5 Years
- Microsoft Exchange Server administration – 5 Years
- WSUS (Windows Server Update Services) server administration – 3 Years
- Microsoft Windows
- Linux – 2 Years
- VMWare – 1 Year
- Symantec/Veritas Backup Exec software – 5 Years
- Microsoft Office suite
- (X)HTML and CSS web programming – 2 Years
- Installation and repair of printers/fax machines
- Installation and troubleshooting of network hardware
- Well-developed soft skills

EXPERIENCE

IT Systems Analyst

HJ Heinz, Holland Michigan, May 2003-Current

- Sole IT staff responsible for almost all aspects of over 80 PCs, 120 telephones, 110 cell phones, 20 printers and 6 servers since 2006.
- Saved thousands of dollars in software spending by using free and open-source software where possible.
- Developed a Windows install CD that automatically formats/partitions hard drives, installs Windows with drivers for all basic XP capable hardware (NIC, video, sound, etc.), joins the domain and moves itself to the correct OU, and then installs all software and printers. It is a truly one-click solution to deploying Windows using all free and homebrew software.
- Oversaw one complete network infrastructure upgrade and in the process of a second, smaller one to provide VOIP.
- Consolidated several printers and fax machines to multifunction copiers to ease use, increase availability and save space.
- Migrated all computers to a common software platform.
- Helped develop training program and teach Microsoft Office to users of all computer skill levels.
- Increased IT productivity by creating remote solutions to most problems.

EDUCATION

Ferris State University of Grand Rapids
Bachelors Degree in Computer Information Systems (Junior status)
2006

Grand Rapids Community College
Associates Degree in Network Administration (Graduated 2005)
2002 – 2005

CERTIFICATIONS

Comptia A+ IT Technician (2008)
Comptia Network+ Certification test scheduled for 10/17/08