Objective

To work with a dedicated team, on an innovative project, while exceeding company expectations and performance.

Experience

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| **Wells Fargo/WACHOVIA** | December 2011 |
| IT Support Technician – San Francisco, CA* Removed and Installed high end Trading Desks using various system configurations
* Troubleshot network connectivity via LAN/WAN, monitor problems, Phone issues. While exceeding company expectations
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| **GAP** | October 2011 |
| IT Support Technician – Petaluma, CA* Recorded a manifest of all existing hardware.
* Prepared machines for transportation for move to new location.
* Installed PCs and Macintosh computers on a team in pre-designated office areas.
* Tested LAN/WAN connectivity for machines and printers.
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| **Minnesota Children’s Hospitals and Clinics** |  June 2011-September2011 |
| Network Designer and Administrator – Saint Paul, MN* Inventoried new machines and outdated machines with numerous departments.
* Imaged new and existing machines using Symantec Altiris management console and removed machines as required.
* Installed over 1000 computers with specific printer assignments on a team around in designated areas using multiple cable management methods.
* Troubleshot hardware that included existing machines, and interfaces.
* Set up and configured mobile carts to operate securely on LAN.
* Utilized HP-PPM portfolio management application and EIT workstation for help desk oriented tasks.
* Experience with setting up and troubleshooting VoIP communication systems.
* Installed specialized machines and additional equipment onto medical equipment such as control rooms, gas carts, operating (surgery) room systems and mobile carts.
* Adhered to strict security policy and set up software (encryption, safe-boot, BIOS Passwords, Anti-virus/spyware/malware, Group Policies) as necessary.
* Administered users and new machines in Active Directory Group Policies.
* Experience with TCP/IP, POP, SMTP, IMAP, PPP, PTPP, DNS, DHCP Protocols
* Responded to tickets in a timely manner and corrected all known issues.
* Met all deadlines and exceeded project expectations.
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| **Catco Parts** | April 2011 |
| IT Consultant – Saint Paul, MN* Imaged new and refurbished machines using Symantec GHOST
* Personalized employee’s machines
* Set up and scheduled routine backups of company information and synchronizations.
* Tested, Verified and troubleshot all machines.
* Configured communications with IBM eSeries server databases utilized through VPN.
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| **NilanJohnsonLewis P.A.** | December 2010 |
| IT Specialist - Minneapolis, MN* Administered new users and machines onto company domain.
* Set up Scheduled software executions, Patches, and software upgrades with registry tweaks.
* Installed/Tested new RAM upgrades, docking stations, monitors, fluid arms, and GOBI 2000 mobile broadband cards in over 100 new notebooks and pre-existing PCs.
* Imaged new and refurbished machines using Symantec GHOST.
* Personalized new machines with standardized law firm settings and printers.
* Experience with RICOH printers and print servers.
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| **RGB Computer Repair** | January 2009-October 2011 |
| Senior PC Repair Technician – Saint Paul, MN* Performed data recovery and destruction on logically damaged HDDs.
* Troubleshot PCs for software and hardware problems.
* Performed home network optimization and setups, port forwarding, permissions for additional devices(TCP/IP LAN and WAN).
* Replaced hardware as necessary.
* Invoiced Customers and collected payments.
* Modified existing and new cellular phones including HTC, Android, iPhone, Blackberry models.
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| **Career Education Corporation** | November 2005 - September 2008 |
| Library Assistant – Mendota Heights, MN* Maintained computer lab and troubleshot problems with machines.
* Troubleshot and maintained one public college printer.
* Assisted students and colleagues in searching for various educational resources.
* Administered placement testing for new and existing students.
* Provided services to a population of over 900 faculty and students.
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Education / Skills

**Bachelor of Science in Game Design and Development**
Brown College - Mendota Heights, MN – 2008

