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 | | |
| **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. | | |
| **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| Network Designer and Administrator – Saint Paul, MN   * Inventoried new machines and outdated machines with numerous departments.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. | | |
| **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. | | |
| **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. | | |
| **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. | | |
| **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. | | |

Education / Skills

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

