

JOHN SMITH

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IT SUPPORT / HELP DESK

Versatile, results-driven IT Support Specialist with a progressive, 20-year track record of high-level performance in providing high-level technology support, including troubleshooting, installation, and repair, for a diverse population of end-users in an ISO 9001 corporate setting.

Decisive and proactive team leader who excels at managing multiple, mission-critical projects in a fast-paced, deadline-driven environment where priorities continuously shift.

History of exceptional performance in meeting or exceeding customer service expectations, with a complaint-free record of service delivery throughout entire tenure on a high-volume help desk. Technical proficiencies include:

Operating Systems: *Windows 2000, 2000AS, 2003, Professional, XP, Vista; Red Hat Linux; SUSE Linux, Solaris*

Applications: *Installation; Configuration; Troubleshooting; Networking & Securing*

Software: *MS Office Suite 1997 through 2007*

CORE LEADERSHIP QUALIFICATIONS

- User Training & Support
- Cross-Functional Team Leadership
- Project Management
- Mission-Critical Initiatives
- Tier-One / Tier-Two Support
- Troubleshooting & Repair
- Technology Training
- Safety Compliance Audits
- Global Systems Support
- Systems Implementation
- Systems Configuration
- Disaster Recovery

PROFESSIONAL EXPERIENCE

IN-TECH RESOURCES CORPORATION, Newark, NJ

1988 to 2009

A leading provider of world-class multimedia and signaling technologies and platforms that provides hardware and software components used to build and integrate IP telephony networks.

SYSTEMS SUPPORT SPECIALIST (2002-2009)

As the final member of original team of three, solely supported the diverse technology needs of more than 400 internal customers and over 3,000 units, at the Parsippany location. In addition, remotely supported global customers in multiple time zones for company locations in Germany, Ireland, Italy, France, Israel, China, Canada, and Brazil. Supported a diverse array of equipment, including desktop and laptop computers, development machines, CPCI and ATCA systems, and assorted lab equipment.

- Managed all aspects of setting up showcase HMP (Host Media Processing) lab with 48 computers. Completed this mission-critical project one week ahead of estimated 30-day timeframe.
- Led team of two in supporting 10 development labs during a critical ramp-up period.
 - Processed the highest number of repair requests in company history over a 4-month span corresponding with simultaneous release of multiple software versions in Windows and Linux.
 - Achieved the highest customer feedback rating, averaging 6.92 out of a possible 7.
 - Completed most development machine repairs within one day, well ahead of normal 3-day allowance.
- Served as lead for matrix-organized global team over a 1½-year period (while company was part of Intel) tasked with brainstorming ideas for completing tasks and projects in a more expedient manner.
- Directed the successful completion of high-priority initiative to develop a new guidelines manual for setting up a development lab. Manual was reviewed by senior management and adopted as a “true” Intel process that is still in use today.
- Appointed to lead a 4-person Lab Safety team tasked with restoring safety compliance in 27 labs throughout the Parsippany location.
 - Conducted safety audits that resulted in attainment of a 95% compliance rating for each lab, a significant improvement over prior ratings that ranged between 27% to 88%.
- Initiated audit of CNB (connected backup) usage that drove improvement in customer usage from 75% to 96%.

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- Recommended new usage model for OA&M lab that significantly reduced the amount of system downtime and led to an unprecedented level of customer satisfaction. Project was completed with just 6 hours of downtime at zero cost.
- Completed the reconfiguration of 180 laptop / desktop computers within a demanding 16-day time frame, after Intel's divestiture of Dialogic.

LAB MANAGER, HOST SOFTWARE DEVELOPMENT (2000-2002)

Provided hands-on technical support for more than 60 software developers working with all types of operating systems, including Windows, Linux, Unix, UnixWare, and Solaris. Ensured that all issues were tested and resolved in a timely manner to meet the critical, time-sensitive needs of developers in order to minimize costly downtime errors and mitigate technology-related business risks.

- Turned around highly disorganized inventory system by establishing new storage and identification processes that eliminated a serious problem with misplaced boards and components and saved significant time in processing orders.

BENCH TECH II (1996-2000)

Repaired defective company-branded products for the manufacturing division, which required troubleshooting boards down to the component level. Worked on a variety of circuitry boards, audio couplers, and equalizers.

PRODUCT TESTER AND REPAIR SPECIALIST (1990-1996)**SHIPPING & RECEIVING, INVENTORY (1988-1990)**

Achieved steady advancements of increased responsibility and scope within the manufacturing arena. Developed a strong familiarity with the Dialogic inventory of products and the manufacturing process. Early roles were instrumental in building the foundation of technical and relationship management skills that contributed to subsequent growth and success within the company.

EDUCATION

Electronics Diploma – METROPOLITAN TECHNOLOGY INSTITUTE

Technical Training Courses:

CompTIA Network+ Course

Linux System Administration – Calc/Canterberry

Advanced Micro Device Course – County College of Morris