

**FIRST LAST**

Full address, city, state zip

email@wherever.com

home/cell phone

**SENIOR SYSTEMS ENGINEER** with over XX years of experience on a team architecting and implementing complex technology solutions. Strong analytical skills coupled with a deep focus on customer service.

- Senior engineer in a large, complex environment with over 150 servers and 1500 users
- Migrated 500 in-house and remote users (US and Canada) to virtualized desktops
- Initiated asset recovery program reducing surplus inventory by 75%
- Exceeded service level agreements with a 95% initial closure rate

**TECHNOLOGIES**

Windows 2000/XP/7 Client  
 Windows NT/2000/2003/2008 Server  
 MS Office 2000/2003/2007  
 Servers/Desktops/Laptops/Winterms  
 Solarwinds  
 Extra!  
 Ceridian

Track-It! 6.5  
 Exchange/Outlook  
 Symantec Ghost  
 Active Directory  
 Veritas Netbackup  
 Linux  
 Symantec Norton

Citrix XP, PS4  
 Landesk  
 Wyse Device Mgr  
 Vmware Server  
 Lotus Notes  
 FAS Asset Accounting  
 Reportsafe

**EDUCATION**

**B.S. Degree in Computer Networking**, Magna Cum Laude, Month & Year  
College Name, City, State

**A.A.S. Degree in Computer Networking/Operating Systems**, Month & Year  
College Name, City, State

**CERTIFICATIONS**

MCP, MCSE (NT 4.0)

**PROFESSIONAL EXPERIENCE**

**Company Name – Location (City, State)**

Company xxxx is a fashion-forward retailer of women's clothing and accessories. The company is comprised of three brands: xxxxxxxxxxxx, xxxxxxxxxxxx and xxxxxxxxxxxx.

**Independent Contractor** Aug YYYY – Present

- Responsible for supporting the xxxxxxxx offices and warehouse following a disaster, and assisting with disaster recovery efforts
- Responsible for supporting the transition of the Computer Room from State to State including acting as the lead in bringing all systems online.
- Responsible for supporting the transition of the warehouse network and it related equipment from LOCATION to LOCATION and bringing all systems online.
- Responsible for remote network administration for STATE and STATE offices, IT documentation, and training new IT staff.

**Title** Mar YYYY – May YYYY

- Responsible for the administration of over 150 Windows NT/2000/2003/2008 servers and over 1,500 users on Windows 98/2000/XP/7 workstations and winterms
- Lead administrator of 2 farm, 40 server Citrix environment
- Served as tier 3 help desk support

- Worked directly with business units to conduct feasibility studies and appropriately size new technologies
- Provide documentation, budget information and technical expertise relative to systems development, design, and implementation
- Document and communicate outstanding problem tickets and change management
- Authored numerous technical documents used by both IT and the business including server builds, use of applications, and help desk procedures
- Provided instrumental support on over 5 transformational technology initiatives including desktop upgrades, citrix and windows migrations
- Provided the technical expertise for the migration of the corporate accounting system from the mainframe to open systems
- Led the implementation and rollout of over 80 remote call center agents in our LOCATION office
- Implemented Landesk on 500 workstations including application packaging and automated installs
- Responsible for the security of all windows servers enterprise wide
- Supported the applications development team across multiple platforms including windows, mainframe, and SAS
- Served as point of contact for vendor engagements
- Participated in a corporate program to mentor/tutor students at a local middle school

**Title**

Dec YYYY – Mar YYYY

- Responsible for the installation, configuration and repair of computer and networking equipment
- Supported the LAN/Desktop Specialist in troubleshooting systems and network problems
- Responded to performance problems in various systems, applications and infrastructure supported by the System Integration team providing 2<sup>nd</sup> tier help desk support
- Responsible for maintaining system and network documentation, including hardware, addressing, layouts, and configurations
- Provided technical assistance to end-user projects ranging from defining user requirements to implementing and configuring specialized PC products.
- Responsible for Lawson system administration
- Basic LAN administration in Windows NT and Novel environments including password resets and unlocking accounts
- Responsible for desktop software installations
- Responsible for backbone, cat3, and cat5 cable terminations
- Assisted in the support of PBX and telecommunications equipment and acting as backup for the Telecommunications Analyst performing basic Rolm ACD changes

**Title**

Mar YYYY – Dec YYYY

- Part of team responsible for successfully handling call volume entering call center in an effective and efficient manner
- Monitor and evaluate call volume and re-route call volume to other facilities as required
- Prepared and distribute hourly statistical call center reports to senior management
- Re-designed reports for improved readability and efficiency using MS Excel and macros
- Documented and communicate hourly call center status
- Approved and logged associate scheduling changes and handled minor associate issues
- Monitored approximately 300 call center associates escalating problems to appropriate management staff

**Older Title Same Co.**

May YYYY – Mar YYYY

**Older Title Same Co.**

Mar YYYY – May YYYY