

## Objective

Hands-on experience as an IT Manager, Lotus Notes Administrator, NT Administrator, Netware Administrator, Vendor/Contract Management, Procurement, Meridian PBX & Lucent Aria Voice mail Administration, IT Project Management, with a strong emphasis in coaching/mentoring a team. Major strengths include intuitive business needs analysis, operations manager of mission critical systems, internal and external client relations in support of a sincere corporate mission.

## Skills

Helpdesk, Online Technical Support, Microsoft Office 2003, Windows XP, Lotus Notes Administrator, Purchasing.

## Work Experience

### Jr. Tech Support Analyst

**AMERICAN REALTY GLOBAL** - March 2015 – 2020

- Logged and Documented issues via ServiceDesk Plus.
- Provided systems and network support for internal users via email, telephone and in person.
- Trained internal end-users on system and software basics.
- Participated in the installation and support of Cisco SX10 & SX20 video conference equipment.
- Participated in the migration of Unidesk Virtual Desktop profiles.
- Supported SMART Boards Technologies for internal users.
- Setup and support mobile e-mail users via Good Enterprise Services.

### Tech Support Analyst

**Delta Corporation** - 2010 – 2015

- Provide technical and software support to 1600 franchises and 350 corporate employees.
- Installing, maintaining, and upgrading applications.
- Providing tech support to users in a LAN / WAN configuration.
- Take inbound customer requests -Troubleshoot networks/ POS systems/ and other third party programs -Manage/instruct a team.
- Provide technical support to 12 sites around in the U.S.
- and Canada, including field users.
- Microsoft Windows based computer systems.

## Education

BA in HISTORY - (STATE UNIVERSITY OF NEW YORK AT OSWEGO - Oswego, NY)