

IT Specialist (Customer Support) – GS-2210

ELLIOT JEFFRIES

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US Citizen

Veteran's Preference: N/A

Highest Previous Grade: N/A

PROFESSIONAL PROFILE

Highly skilled and motivated Information Technology professional with demonstrated experience in the management, design, installation, upgrading, troubleshooting, repair, and replacement of a wide variety of IT systems, networks, hardware, and software. A team player with strong organizational expertise, attention to detail, and a demonstrated ability to succeed in a high paced and demanding environment. Self-motivated with proven success managing multiple priorities effectively, and meeting deadlines and resource requirements. Excellent analytical, design and problem solving skills. Well-organized and efficient. Experienced in focused customer service, analyzing customer needs, completing projects and exceeding customer expectations. Outstanding communications skills, including proficiency at writing procedures and reports, and superior ability to communicate with individuals at all levels of technical expertise.

PROFESSIONAL HISTORY

04/2004 to present, TECHNICAL SERVICE SPECIALIST / HELP DESK, 12/2002 – 04/2004, Customer Service Support, Wells Fargo Bank, 2125 Butano Drive, Sacramento, CA 93444, 40 hours per week, \$30,000 per year, Please Contact Me First

INSTALL, INTEGRATE, CONFIGURE, MAINTAIN AND TROUBLESHOOT systems, networks, hardware and software to accomplish customer support goals and objectives for IT First Level Support team. Work as member of 12-staff Help Desk team, responding to internal customer help requests according to established policies and procedures. Use knowledge of network standards and equipment to monitor and maintain network. Configure and install new workstations as needed, ensuring functionality for customers.

PROVIDE TROUBLESHOOTING AND PROBLEM RESOLUTION in response to end-user requirements and incident requests, including support of ten customer phone banks across the U.S. Assist employees with day-to-day computer issues. Use acquired IT systems repair and maintenance techniques to identify and analyze problems such as compatibility, performance and reliability using a structured problem resolution approach. Offer timely, cost-effective solutions to meet customer business needs and

resolve problems. Identify, evaluate and recommend configuration and other changes to maximize technology effectiveness and efficiency.

PROMOTE TEAM APPROACH to problem solving and project management. Share information and seek input from help desk team members and leads; build consensus to ensure optimal project efficiency and effectiveness, as well as technical compliance. Develop collaborative relationships with IT personnel to identify potential issues and prevent recurring problems. Assist peers and team leads by regularly providing issue updates.

USE IT SECURITY TOOLS, METHODS, PRACTICES AND EVALUATION TECHNIQUES to protect data and prevent unauthorized use of systems and services, improve response and restoration times, and protect network from viruses and other threats. Manage security incidents as necessary.

PROVIDE OUTSTANDING CUSTOMER SUPPORT to end-users. Identify, analyze, evaluate, and resolve system, network, hardware and software problems. Recommend and implement timely, efficient and cost-effective solutions that comply with organizational guidelines. Provide support and training for new systems and applications. Support new hires by establishing user accounts and activation. Resolve routine issues such as profile rebuilds. Install and maintain desktop computers and supporting peripherals. Ensure professional and courteous service.

COMMUNICATE EFFECTIVELY ORALLY AND IN WRITING. Interview and listen to clients to assess their needs; express technical and general information to audiences of varying degrees of knowledge. Proactively communicate scheduled outages to minimize user impact. Promptly escalate complex issues and problems to appropriate personnel. Provide continuous status to IT team leads when investigating network alarms. Prepare written materials and reports using Word, Excel and company proprietary systems. Prepare accurate, complete and up-to-date maintenance and repair records of actions taken, documenting solutions to problems for future use in responding to and resolving issues.

STAY CURRENT WITH EMERGING TECHNOLOGIES; research, evaluate and recommend IT technologies to meet business needs. Research and review professional journals, best practices and company intranet for latest updates in IT concepts, policies and procedures. Constantly update knowledge when enhancements are made to applications or systems supported. Regularly complete compliance training as required to stay abreast of current laws, regulations and policies concerning banking industry, IT activities and customer service functions. Share knowledge with colleagues in discussions as well as through written materials.

ACCOMPLISHMENTS: Received On-The-Spot Award for outstanding customer service; resolved complex problem for customer regarding ATM services. Continuously recognized for excellent customer service skills, building professional and courteous relationships with customers and providing prompt and accurate response to their issues.

Commended for actively participating with team to resolve IT issues. Recognized for consistent promptness in completing compliance training.

06/2002 to 12/2002, ASSOCIATE DISTRICT MANAGER, St. Petersburg Times, 222 Petrie St. Petersburg, FL 40+ hours per week, \$33,000 per year, Please Contact Me First

Supervised 17 carriers in assigned geographic area. Scheduled and coordinated work assignments. Monitored work and evaluated performance to ensure smooth and efficient operations. Provided employee performance evaluations and counseling for continuous improvement. Trained carriers regarding appropriate preparation and delivery of papers, routing their assigned areas and completing administrative tasks. Met and exceeded all customer service goals and objectives.

ACCOMPLISHMENTS: Promoted from carrier to Associate District Manager due to proven leadership skills.

05/2001 to 03/2002, APPLICATION SUPPORT SPECIALIST / PC ANALYST, City of St. Petersburg, 33398 St. Petersburg, FL, 40 hours per week, Salary: \$28,000 per year, Please Contact Me First

PERFORMED DAY-TO-DAY IT SUPPORT for 13 fire stations within St. Petersburg Fire Department, using knowledge of IT principles, methods and practices. Planned, developed and installed local networks, and performed LAN operation and maintenance for 250 users, including troubleshooting, installation, upgrades, and intermittent testing of LAN components. Provided system administration, resolving issues reported by internal customers to ensure functioning machines and system availability. Interpreted functional requirements; designed, developed, tested and implemented new or modified applications software. Performed database administration for purchasing software, BuySpeed. Provided on-site technical support for fire stations.

DEMONSTRATED EXCELLENT CUSTOMER SERVICE to end-users. Identified, analyzed, evaluated and resolved system, network, hardware and software problems. Recommended and implemented prompt, efficient and cost effective solutions that complied with organizational guidelines. Provided support and training for new systems and applications. Supported new hires needing access to computer systems. Installed and maintained computers, supporting peripherals and application software. Displayed professionalism, tact and courtesy on all occasions.

USED AUTOMATED SYSTEMS AND SOFTWARE PROGRAMS to develop reports, track projects and store critical data in the performance of duties. Documented daily work orders. Kept records of problems and solutions pertaining to systems and network. Maintained customer data and compiled information for department reports in Microsoft applications. Used department email to distribute information about, and respond to, critical IT issues.

USED IT SECURITY TOOLS, METHODS, PRACTICES AND EVALUATION TECHNIQUES to protect data and prevent unauthorized use of systems, improve response and restoration times, and protect network from viruses and other threats. Researched, identified and implemented back-up solutions to ensure maximum and timely recovery in event of emergencies.

CONSULTED AND NEGOTIATED WITH VENDORS to purchase computer hardware and software. Conducted research and provided specifications after analyzing critical user information for required procurements. Served as a technical liaison between company and vendors for software and hardware acquisitions.

ACCOMPLISHMENTS: Created tracking system for hardware and software inventory and recorded all software licensing data, computer serial numbers and PC specifications. Installed and configured LANs, gateway, file servers and personal computers for a 35-computer swap out to Dell computers.

01/1999 to 05/2001, NETWORK ADMINISTRATOR; 03/1995 to 01/1999, Computer Network Technician; 07/1994 to 06/1995, Help Desk Analyst, Valley Media, Inc., 3099 Dean Road, Woodland, CA 40 hours per week, \$30,000 year, Please Contact Me First

PLANNED AND CONDUCTED wide range of IT projects to support 1300 users. Provided network and GroupWise email administration for WAN. Installed and maintained PCs, file servers, peripherals, network cards, cables and various software. Analyzed customer needs and requirements and created specifications for upgrades. Performed hardware maintenance and system IT configurations. Provided third level user support and troubleshooting on PCs and AS400 devices.

PROVIDED TROUBLESHOOTING AND PROBLEM RESOLUTION to ensure systems were operational at all times. Identified problems such as compatibility, performance and reliability; determined source and cause of deficiencies, and initiated timely, cost-effective solutions to meet customer business needs and resolve problems. Ensured all maintenance and upgrade functions were performed on a regular basis for optimal performance. Used security tools, methods and practices to protect customer data, improve system emergency response and restoration times, and protect systems from viruses and other threats.

DESIGNED, TESTED AND IMPLEMENTED CONTINGENCY PLANNING AND DISASTER RECOVERY procedures for network resources, databases and operating systems in the event of minor or catastrophic disruption. Evaluated disaster recovery procedures to ensure continuity of operations and availability of critical resources.

COMMUNICATED EFFECTIVELY ORALLY AND IN WRITING. Interviewed clients to assess their needs; used simple explanations and analogies to explain IT functions and instructions to non-technical end-users. Collaborated with, advised and assisted team members to perform work effectively, meet project timelines and provide professional and courteous customer service. Prepared accurate and complete maintenance and repair

records of actions taken, documenting solutions to problems for future use in responding to and resolving issues.

DISPLAYED STRONG COMMITMENT TO CUSTOMER SERVICE by using professional and courteous communications regarding customer inquiries, problems and requests. Used knowledge of IT services and products to assess customer needs, provide information or assistance and resolve problems. Troubleshoot complex problems and provided support that minimized failures or interruption to customers' service. Provided quick response time and quality workmanship to satisfy their expectations.

ACCOMPLISHMENTS:

-Conducted project to keep company from purchasing additional hubs. Audited network hubs to free-up and reuse; tested each port on the hub to make sure a PC was connected. Project resulted in \$8,000 savings for the company.

-Researched and performed clean-up of hundreds of former employee accounts; resulted in freeing up server space which provided a savings for the company; also facilitated implementation of new policy requiring the deletion of accounts when an employee left the company.

-Conducted research to identify best approach to purchasing software licenses that provided best quality, but were cost-effective for the company. Presented recommendations to managers which they approved; commended for the resulting savings of \$50,000.

-Constantly recognized for timely and effective customer service; acquired reputation for prompt and dependable service and accurate problem resolution.

-Participated on team to install computers in new regional office; travelled to location and set up 20 PCs; installed network cable, loaded software, hardware, operating systems and printers.

PROFESSIONAL TRAINING

One-day seminars: Novell Network Administration, Skill Path, Sacramento, CA, 2001; Supporting Novell 5X, Skill Path, Sacramento, CA, 2001; Beginner and Advanced GroupWise, Skill Path, Sacramento, CA 2001; Intro to Windows NT40, Skill Path, Sacramento, CA, 1999; Intro to Troubleshooting PCs, Skill Path, Sacramento, CA, 1999; Microsoft Word, Excel and PowerPoint, Skill Path, Sacramento, CA, 1999

MEMBERSHIPS

Phi Beta Sigma, 1989 – 1992

AWARDS, HONORS, RECOGNITION

On-The-Spot Award for Outstanding Customer Service, Wells Fargo, 2001

EDUCATION

1992, Bachelor of Arts, Talladega College, AL, 30 hours, Major: Computer Science,
GPA: 3.00

1987, Lakewood High School, St. Petersburg, FL, High School Diploma

LICENSURES AND CERTIFICATIONS

Licensed airplane pilot, 1994 to present

SPECIAL SKILLS

Hardware: IBM AS/400, IBM Compatible PCs, Ethernet Networks, Hubs, Bridges,
Printers

Software: Windows 95, 98, 2000, Microsoft Office, WordPerfect/Corel, Client Access,
DOS, GroupWise, Novell, Antivirus software: McAfee and Norton