

John Smith

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IT PROFESSIONAL

Dedicated professional who provides strategic and tactical technical support, leadership, and coordination. Solid experience supporting software/hardware systems and performing equipment upgrades under adverse conditions. Proven ability to successfully analyze an organization's critical support requirements, identify deficiencies and opportunities, and develop solutions for increasing reliability and improving productivity. Excels in effectively collaborating with cross-functional teams and deadline-driven environments.

HIGHLIGHTS

Project Management	Technical Support	Organization
IT infrastructure	Communication	Troubleshooting
Application Management	Workstation Setup	Problem Analysis & Resolution

TECHNICAL SKILLS

Desktop Support	Hardware	Migrations
Batch Processing	Software	Network Architecture
Program Development	Microsoft Office	Control-M

PROFESSIONAL EXPERIENCE

TEKSYSTEMS, Radnor, PA, 2016

Field Technician

Conducted IP audits of building systems for Well Fargo to identify hardware that was IP capable within the banks and admin sites that were not part of the Wells Fargo network.

MITSUI SUMITOMO, Warren, NJ, 2004-2015

IT Operations Specialist, (2008-2015)

Formulated environments which required collaboration with teams of developers, infrastructure, DBAs, external vendors and business users to ensure the application met requirements.

Assisted developers in creating proper code move documentation to follow the change management process and flow smoothly through DEV, user acceptance test (UAT) and Production.

Collaborated with internal IT teams to troubleshoot root cause and resolve issues.

Coordinated UAT changes, configurations and releases.

Maintained the UAT environment, including patches, application fix packs and updates.

Key Accomplishments:

Performed UAT environment tasks in several application migrations, including migration to virtual server instances, front & backend migrations for application or OS upgrades

Monitored SQL job and SSIS package execution, created incident tickets for failures & performed problem determination and resolution.

Streamlined all automated UAT Windows & AS/400 processing tasks via BMC Control-M Scheduler.

Monitored 400+ automated processes daily, created incident tickets for failures & performed problem determination and resolution.

Upgraded all UAT change management, including code moves and migrations.

Administered change management tool (Serena Dimensions, TeamTrack & MashUps), defining and writing new requirements, management of release schedules and enforcing release policy for all UAT changes.

.Net Developer, (2005-2008)

Duties:

Creating applications using VB.NET, MS SQL and Webservices

Enhancing existing projects and applications

Studying business requirement, entering code, implementing functions, and testing applications

Creating and maintaining user and technical documents

Key Accomplishments:

Started developing after only 2 weeks of training

Designed and developed first application end to end in the first 6 months

Level II Support Technician, (2004-2005)

Duties:

Provided 1st and 2nd level support to end users in person or via Radmin and Remote Desktop

Built, maintained and deployed company images using Ghost and Clonezilla

Decommissioned pc's per company schedule

Coordinated with vendors for warranty repairs of end users equipment

Developed automation packages and scripts to deploy software to end users

Deployed software to end users using Kaseya and AD/GPO

Troubleshoot and resolve end user software and equipment issues

ADDITIONAL PROFESSIONAL EXPERIENCE

CompUSA – PC Repair

Dell Computers – Support Technician

Linda Hall Library – Webmaster / Desktop Support
Sprint North Supply – System Imaging, Distribution & Repair
Total Tec Systems – Desktop Support / Jr. Network Admin
Computer Generated Solutions – Systems Migration Technician

ADDITIONAL WORK EXPERIENCE

OTICON, Somerset, NJ, 2017-Current

Stockroom Clerk

Picking, Invoicing and Shipping orders.

WALMART, Piscataway, NJ, 2017

CAP2

Unload delivery trucks, distribute deliveries to appropriate department, stock shelves, assist customers.

THE HERITAGE GUILD, Easton, PA, 2016-2017

Range Safety Officer, Firearms Instructor

Monitor firing line to ensure customer were following safety guidelines and procedures.

Conduct classroom and private lessons in safety, handling and use of firearms.

Coordinate with management and staff during special events.

EDUCATION

THE CHUBB INSTITUTE, North Brunswick, NJ, Network Administration

CITTONE INSTITUTE, Edison, NJ, Computer Programming

IT CERTIFICATIONS

MCSD Certified ID#3738112

MILITARY EXPERIENCE

United States Marine Corps