

# CHUDIG12

JohnDoe@email.net | 334 South Lemon Avenue TX, 28902 | 123-456-7899

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## PROFILE

A highly motivated candidate with a strong background in Network Administration, Security Administration, Desktop Support and Microsoft Windows Operating Systems Deployment. Committed to the highest professional and ethical standards. Experienced in the configurations, administration, implementation, and troubleshooting of various technologies critical in corporate enterprise environments.

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## EDUCATION AND DEGREES

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|---|-------------|------------------------------------|
| <b>Bachelor of Science in Technology</b>                    | August 2005 | Kent State University (Kent, OH)   |
| <b>Associate of Applied Business in Computer Technology</b> | May 2003    | Kent State University (Burton, OH) |

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## PROFESSIONAL CERTIFICATIONS

CompTIA A+ | Career ID: COMP00xxxxxxxxxxxxx | June 07, 2013

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## SKILLS AND EXPERTISE

Network Administration, TCP/IP, Linux, Active Directory, Base 24 Configuration, Windows Vista, 7 & Server 2008 R2, LAN support, Microsoft Office 2010, Peregrine Ticketing, Remedy Ticketing, Clarity workflow management

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## WORK EXPERIENCES

**JPMorgan Chase & Co. (contract)    Base 24 Application Analyst    September 2012 – November 2012**

Performed daily maintenance on the Base 24 ATM operating system, troubleshooting ATM transactions and connectivity issues. Configured ATM prior to deployment, upgrades and removal. Provided technical support for the installation technicians management in partnership with infrastructure service support team members.

**Wendy's Int. (contract)    Help Desk Analyst    June 2012 – September 2012**

Provided multiple layer technical support all Wendy's stores in USA and Canada. worked with Point of Sale (POS) terminals, network printers, Juniper access points, Fortinet routers and switches and patch panels. Administered access for store employees and corporate users. used access to server 2008 R2 to troubleshoot multiple POS systems via the use of snap-ins and to monitor running services on different systems throughout the store.

**JPMorgan Chase & Co. (contract)    Deployment Analyst, Tier 2    March 2012 – June 2012**

Supervised onsite lead technicians during the 2012 Chase Branch Refresh Project. Deployed Window XP to multiple workstation using PXE boot technology. Configured newly installed network printers with faxing capabilities. upgraded hard drives on HP G7 servers and re-imaged the operating systems. Tracked project milestones, ensuring critical service level agreements were met over 90% of the time, minimizing disruption to banking operations. Laptop encryption for remote users were configured using RSA encryption and technical support and training provided to end-users.

**Cardinal Health (contract)    Security Administrator    December 2011 – March 2012**

Provided security administration for end-users with access to web applications and products offered by Cardinal Health. Coordinated provisioning efforts during the Medical Business Transformation (MBT) project. Setup user accounts and generated email verification for end-users. Ensured access to web based logistical and pharmaceutical ordering application. Performed add, modify, reactivate, deactivate, and delete tasks on user profiles using SAP, database management tools and access administration web tools.

**JP Morgan Chase & Co.    Technical Support Analyst    March 2011 – July 2011**

Technical end-user support for Chase branch employees. Diagnosed network connections for desktops and laptops and ensured functionality of network printers, servers and all peripheral devices. Supported financial applications such as Customer Assist, Sale Express, E-Coupon, Teller Express and Financial Service Desktop. Administered network access for branch employees using RSAM and Active Directory.

**JP Morgan Chase & Co.    Mortgage Research Specialist    March 2010 – March 2011**

Offered personalized mortgage services and support for internal partners and Chase customers. Corrected payment misapplications, resolved escrow disputes and educated customers on all aspects of their mortgage loans. Technical letter writing was also done for the Executive Resolution Group in response to loan modifications, escrow disputes, payment disputes and short-sales.

**JP Morgan Chase & Co.    Deposit Account Collector    February 2009 – February 2010**

Performed collection activities on demand deposit accounts (both business and personal checking and savings accounts). Educated customers and internal partners about account overdraft, overdraft protection and the consequences of delinquency.

**Teleperformance, Inc.    Data Technician, Tier I    July 2008 – December 2008**

Technical support for Cox Communication High Speed Internet (HSI) service customers. Provisioned cable modems, scheduled tech dispatch appointments, setup email accounts and resolved Internet connection issues.

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## LINKEDIN

www.linkedin.com