

# Nascar Paul

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Please see my bio @ <http://biowebsite.azurewebsites.net>

Performance-focused IT systems analyst with fifteen years experience in configuration, maintenance, and support of large scale IT infrastructures. Proven record as an analytical problem solver with an emphasis on high-payoff improvements and achieving immediate, bottom-line benefits. Demonstrated ability in participating in the development of solutions that improve the efficiency of IT and business operations.

## Certifications

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MCSE / Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure / 09-21-2017

MCSA / Microsoft Certified Solutions Associate: Windows Server 2012 / 04-28-2017

MS / Microsoft Specialist: Server Virtualization with Windows Server Hyper-V and System Center / 04-28-2017

MCP / Microsoft Certified Professional: Server 2000 / 05-22-2003

CompTIA Network+ Certified Technician / CompTIA A+ Certified Technician

## Experience

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Hardware Manufacturer

North Atlanta, GA

### Server Engineer

07/2016-Current

Supports enterprise level compute, storage and networking systems for HPE including (but not limited to) HP/Compaq ProLiant Servers and Mainframes G1-Gen10, Dell PowerEdge, C series enclosures, along with numerous HPE midrange and enterprise level data storage, networking solutions and integrated systems.

- Supports numerous enterprise operating systems including Linux distributions: Red Hat, SUSE, Ubuntu as well as Microsoft Server versions 2003-2012 and VMware VSphere and ESXi versions 5-6.5.
- Performs hardware and OS log analysis in order to provide exceptional accuracy in failure diagnosis.
- Utilizes experience with enterprise level data and communication tools and utilities to consistently deliver 200-225% higher than average case closure rate.
- Utilizes Salesforce management systems and exceptional professional communication to resolve over 1000 reported issues in 2017 and assists in the resolution of 1000s more through collaboration.
- Assisted in coordination and resolution of business impacting outages involving converged inter networked devices crossing international boundaries to improve reliability and operation.

Automobile Manufacturer

North Atlanta, GA

### Support Analyst / Project Lead

08/2014-07/2016

Built, maintained, and repaired computer systems to improve speed, reliability, and security of operation using command line interface tools, Active Directory, and Deployment Services.

- Demonstrated high quality, results-driven, prompt, and professional customer service while recording detailed documentation using BMC Remedy resulting in than 98% customer satisfaction.
- Oversaw onsite implementation of service migrations supporting business relocations, equipment and infrastructure upgrades increasing the efficiency of multiple remote locations communications by 23%.
- Worked with internal development staff to support remote connectivity, account authentication and data encryption resulting in savings of \$1.7M annually on electronic document transmissions.
- Worked with design group to standardize OS image for automated and streamlined Windows 7 operating system deployment using SCCM 2012, MDT 2012, PowerShell, command line interface tools, batch scripting and Deployment Services

Financial Services Company

North Atlanta, GA

### Account Manager / Technical Lead

04/2012-06/2014

Along with assigned account management duties, assisted in managing local technical infrastructure operation and assisted in development for 450-person satellite location by working under technical staff to provide quality desktop support, reliable remote access, regular data backup, and robust networked resource allocation. Gathered information used in long-range planning, and assisted in preparing and monitoring infrastructure roll outs and updates.

- Assisted in development and implementation of technology standards, resulting in reduced unnecessary complexity and helping to realize a savings of \$1.7M annually on maintenance costs.

Food Industry Manufacturer

Central Area, FL

**Merchandiser**

05/2007-02/2012

Performed routine merchandising of large market retail outlets, specializing display and market allocation while maintaining appropriate product levels throughout accounts including shelf allocation and cold equipment while upholding and average time of completion within 15% of group coordinator's estimate.

- Maintained exceptional back-room organization resulting in average of 6% annual increase in sales and managed trade in assigned accounts while exceeding customer service expectations.
- Worked with sales staff through daily communication to maximize customer relationships, and increase market allocation in key accounts.
- Mentored apprentices and assistants on safety and work procedures to reduce injuries and increase product allocation and market share

Financial Services Company

Central Area, FL

**Merchant Services Account Manager**

05/2003-03/2007

Identified new business opportunities within existing account base while managing a complete sales process using SAP SD (Sales and Distribution): prospecting needs analysis, price negotiation, purchase approval, closing and follow-up while forecasting revenue and tracking Performance vs. Plan.

- Consulted with key accounts forecast needs, provide guidance and ensure satisfaction by working closely with technical support after the transaction.

DSL/Cable Provider

Central Area, FL

**Customer Service Representative**

09/2003-05/2004

Provided phone support for connectivity and software systems used for online access by millions of customers in the mid-west region.

- Maintained Zendesk trouble-ticket system to record and track user calls and e-mails.
- Collected frequently asked questions and documented formal answers to ensure accuracy of responses and consistency with other service representatives.
- Worked with IT governance to create standard procedures to improve support, operations, implementation response times, consistency, and security posture.
- Cooperative attitude and positive approach instilled confidence in customers and team.

Sports Entertainment Company

Central Area, FL

**Help Desk Coordinator**

05/2002-06/2003

Staffed newly formed Help Desk function to provide assistance on technical issues including network access, printing and email communications to workforce of 500 computer users via telephone, e-mail.

- Analyzed frequently reported issues and user input to design and build guide containing FAQs, best practices, procedures, and user and technical training distributed company wide.
- Worked with procurement to prototype system upgrades and established targets for equipment lifecycles in order to maximize productive use of technology at all levels of the organization.
- Reduced average reported issue resolution from 10 to 1.5 hours for NASCAR employees in five corporate sites nationwide along with numerous trackside and remote locations.
- Assisted in development of departmental procedures for purchasing, configuration, and installation of new hardware to identify.
- Provided support for Microsoft Office, Corel WordPerfect Office, and Lotus Notes v5-6.0.1 applications.

**Key Skills**

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| • Microsoft Azure Cloud Service                     | • Data Center Virtualization                 | • Incident Response / Tracking                 |
| • Software as a Service (SaaS) Cloud Modeling       | • Remote Access Client and Protocol Support  | • Excellent Written and Verbal Communication   |
| • Platform as a Service (PaaS) Cloud Modeling       | • Firmware / OS Patch Management             | • Mentoring to build and lead teams of experts |
| • Infrastructure as a Service (IaaS) Cloud Modeling | • Solid Attention to Detail and Organization | • Planning and design of long range strategies |