Name

xxx-xxx-xxxx | Jxxxxxxx@gmail.com

Professional Summary

Multifaceted and highly dedicated IT professional with experience in technical support and web design across multiple industries including Healthcare, Non-Profit and Retail.

Experience

A Well Known Non-Profit | *Senior Computer Technician*   **June 2014 – Present**

Coordinate network infrastructure upgrades, user hardware refreshes, and user migration. Lead research, design, and planning of server, desktop, and network implementation projects. Coordinate in-field and off-site deployment of hardware and software. Trained users with a variety of computer skillsets.
- ✓ Completely revamped Anti-Virus and Security procedures by learning the ins-and outs of Kaspersky Security Center. Set up remote upgrades, virus scans, and web filters eliminating existing bugs and headaches from ineffective outdated policies.
- ✓ Presented new ideas, network maps, and infrastructure upgrades to CEO and senior management
- ✓ Successfully rolled out brand new electronic medical records system for doctors across all locations which included a server based signature pad solution using Topaz Software, along with scanning and document encryption compliant with HIPAA regulations
- ✓ Quickly implemented and adapted new agency systems; Eliminated 90% of consultation and license fees for IT services, resulting in 80% IT cost reduction
- ✓ Created network and virtual solutions to support outdated legacy software and new databases.
- ✓ Created images and restored backups using Acronis, Easeus ToDo, Backup Exec and Veritas 9.1

█████.com | *Webmaster*   **September 2016–Present**

Personal website focusing on TV and movie shared universes and franchises
- ✓ Built using WordPress, SEO, and Google Analytics; some custom HTML and CSS
- ✓ Grew site from 0-35,000 page views in under a year using standard social media practices

A Small Independent Health Care Agency | *Computer Associate*   **March 2014-June 2014**

Managed quality assurance of all websites. Maintained mac server and core Joomla infrastructure. Support all workstations, switches, routers, firewalls, servers, and printers.
- ✓ Updated laptops to Windows 10; Responsible for all hardware purchases and upgrades
- ✓ Managed track –it tracking system for software development and coordinated projects with India.

A Furniture Warehouse | *Desktop Analyst*   **August 2013-Janurary 2014**

Hired to help the furniture store move into the 21st century and was charged with learning how to implement technology updates throughout the warehouse; Researched technical solutions.
- ✓ Created internal system to help salespeople track packages and orders
- ✓ Tasked with organizing warehouse in excel and keeping the inventory updated
- ✓ Maintained website and computer systems

Education

Some University   **May 2012**

Bachelor of Science — Computer Information Systems

The University's KRA Mobile Devices Committee   **Spring 2009**

Ecuador; Taught local children English and Computer Information Systems in Ecuador

Eagle Scout   **Summer 2006**