

**Name**

Address

Phone

[E-mail@email.com](mailto:E-mail@email.com)

**CAREER SUMMARY**

Information Technology professional with diverse experience in SMS Administration, desktop and PDA support. Possess strong problem solving and communication abilities in supporting remote and mobile users. Experience with SMS 2.0 and understanding of the infrastructure and the related operating systems. Experience writing SMS packages using SMS Installer, Wise Package Studio, MSI, InstallShield.

**TECHNICAL SKILLS**

**Software:** Microsoft Window XP, Microsoft Windows 2000, NT 4.0, Microsoft Office 2000/XP, SMS 2.0, SMSSUS, SUS, Ghost, Wise Package Studio, SMS installer, InstallShield, RSA Security.

**Hardware:** Hewlett-Packard, Dell, Compaq, IBM, AS/400, Linksys DSL

**PDA:** Palm OS, Pocket PC, Treo, Commontime Cadenza.

**PROFESSIONAL EXPERIENCE**

**THE TECH COMPANY, North Canton, Ohio**

**2005-2011**

Division of Tech International Corporation

***Technical Services Help Desk Coordinator***

**2002 – 2003**

Assisted in hardware/software implementations and upgrades. Primary support expert on PDA software and hardware. Created documentation and training support for Help Desk and support personnel. Provided second and third level hardware and software support.

Maintained comparative hardware analysis for IBM, Dell, HP-Compaq sales force laptops.

- Collaborated in selecting AS400 Emulator standardizing business units resulting in simplified support issues and significant cost avoidance.
- Developed and implemented Corporate PDA hardware and software standard, reducing support call time.

**EDUCATION**

Cuyahoga Community College, Cleveland, OH  
Associates of Science Degree in Information Technology  
2013

**PROFESSIONAL DEVELOPMENT**

Network+ and A+ training  
Deploying and supporting Microsoft Systems Management Server  
Administering MS Systems Management Server

SAMPLE