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Anthony H Lockhart (US Citizen) Posted by: Individual		Tot Exp : 10 Yrs US Exp : 10 Yrs	Preferred Employment	[Hot Resume]
Sys Admin/Network; Greensboro, NC Relocation : NO Pref. State(s) : NC	x-Other Ph(C) : +1-704-287-2580 Ph(H) : Ph(W) :	Salary : 40K /Yr Rate : Market	Corp-Corp ✓ W2 Contract ✓ W2-Permanent ✓ 1099 Contract ✗ Need H1B ✗	Available as of Mar-10-11 Email [Check Availability] Forward Profile/Resume
LAN > 8 yrs DNS > 8 yrs Windows 2000 > 8 yrs Ghost > 8 yrs Desk Top > 8 yrs ACTIVE DIRECTORY > 2 yrs Blackberry > 5 yrs Recovery > 5 yrs				Save in Scratchpad
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Preferred Time to Call : Flexible - Any Time on Cell +1-704-287-2580 Corp-Corp Info : Notes :				Download Resume Only for Premium Access
Domain Experience : IT/Software				

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ANTHONY LOCKHART
 2911 Haig Street
 Greensboro, NC 27405

PROFESSIONAL SUMMARY

Information systems specialist focusing on the development and support of technology to business functions in the areas of manufacturing, accounting, sales, marketing, customer service. I have worked with large and small firms, where I served in multiple I.T support capacities. I have a professional demeanor, excellent interpersonal skills, a strong commitment to customer service, and a desire to achieve company objectives. I have provided proven leadership abilities with a passion for personal growth and success.

OBJECTIVE:

With outstanding skills in customer service and great experience in PC hardware/software technical support, developed over 8+ years within the IT industry, I desire a position in Desktop / Systems Administration.

SKILLS SUMMARY

- ? Windows 9x/2000/NT/XP/Vista/7
- ? Virtual Networking
- ? Exchange Server 5.5/2000/2003
- ? DNS/WINS/DHCP
- ? Windows Server 2003
- ? TCP/IP
- ? SQL Server 2000/2003
- ? SMS 20001/2003
- ? Server Migrations
- ? PAC 2000 / PICCT/ TRACCS
- ? VPN
- ? PICCASO /PRIMUS /HEAT / REMEDY
- ? RAS / PC Anywhere /SWARM
- ? Lotus Notes Domino 5.0/6.5
- ? Active Directory
- ? Domain Migrations
- ? Network Security
- ? PeopleSoft
- ? Network Management/ Wireless
- ? Blackberry Enterprise Server
- ? GHOST /ROBOCOPY /BARTDISK
- ? LAN Support
- ? HelpDesk/Desktop Support
- ? GATES
- ? POINTSEC /SECURED OC encryption
- ? UNIX
- ? Microsoft Outlook
- ? Network Printer Administration

? Microsoft Office Suite 95-07

?

PROFESSIONAL EXPERIENCE

IBM/BELK – Desktop Technician Charlotte, NC Oct 2010 – Nov 2010

(contractor-Technisource)

Provided desktop support for both hardware and software issues. Provided level I support. Installed and de-installed peripheral devices.

Deployed and troubleshot end users computing devices including laptops, desktops, printers. Provided migration of user data.

Provided hardware fixes for non-warranted hardware issues. Escalated warranty hardware issues.

Responsible for updating ticketing system, notating problem resolution into the ticket.

Configured O/S for desktop and laptop computing devices upon completion of imaging the device

Wells Fargo – PC\LAN Technician Charlotte, NC Mar 2010 – July 2010

(contract-Signature Consultants)

Provided Tier 2 IT support for end-users computing devices to all employees and contingent workers located, but now limited to uptown Charlotte.

Responded to incidents and request within several ticketing systems, providing resolutions within a complex fast paced business environment

Deployed and troubleshot end users computing devices including laptops, desktops, printers that are aligned with business strategies and directions.

Carolina Health Care – Desktop Tech. Charlotte, NC Sep 2009 - Nov 2009

(Local Consulting Firm)

Provided desktop support/ deployment to the Main hospital and satellite offices. Provided level I & II support Installed and configured software

Registered all hospital assets. Utilized Active Directory for support and creation of user accounts, administered and configured Blackberry devices.

Responsible for escalating warranty issues for all DELL devices for additional support.

Configured O/S for desktop and laptop computing devices upon completion of imaging the device.

Charlotte Observer – Computer Operator Charlotte, NC Apr 2008 - Aug 2009

(Local Consulting Firm)

Responsible for backing up data daily and generating sales support performed daily, I incremental and full backup as requested

Responsible for rotating the backup tapes via the storage system parameters setup.

Supported data backup and recovery, escalated printer warranty issue

United Rentals - Help Desk Analyst Charlotte, NC Apr 2008 - Nov 2008

(Local Consulting Firm)

Responsible for assisting URI employees with all IT related problems. This included but not limited to diagnosing the problem, identifying a solution, and verifying the solution returns equipment/software to normal operating conditions. Installed and configured Outlook email for clients.

Routed helpdesk tickets via (HEAT) to the appropriate support teams. Provided level I & II support

Registered all URI assets via (EPORTAL) in-house asset tracking software

Utilized Active Directory for support of user accounts, Unlocked and reset passwords for LAN accounts

Administered and configured Blackberry user accounts

Duke Energy - Help Desk Analyst Charlotte, NC Apr 2007 – Dec 2007

(Local Consulting Firm)

Responsible for assisting Duke Energy employees, with all IT related problems. This included diagnosing the problem, identifying a solution, and verifying the solution returns equipment/software to normal operating conditions, utilizing EINSTEIN knowledge base tool for problem resolution

Routed helpdesk tickets via (REMEDY/ PICCASO) to the appropriate support teams when situations warranted problem escalation.

Utilized Active Directory for support of user accounts

Administered and provided support for creation/ configuration of Distribution Groups

Wachovia - Help Desk Tech Charlotte, NC Sep 2006 - Mar 2007

(Local Consulting Firm)

Responsible for providing Service Recovery and Crisis Management. Facilitated bridge lines and managed application being affected

Assigned root cause ownership and assigned the appropriate resolver group

Managed team for root cause identification and remediation

Facilitated Data Center Access process, interfaced with both business partners and technical support teams to ensure operation excellence.

Participated in Merger Conversions, supported LSMO with Mainframe monitoring alert process

Aspect phone system setup/maintenance for Agent Ids

Boston Advisors - Systems Administrator Boston, MA Oct 2005 - Apr 2006

(Professional Staffing Group)

Assisted in Merging 2 company Domain infrastructures. Administered and maintained Windows 2000/2003 Domain infrastructure within a Wide Area Network

Provided Network\Hardware support for over 50 servers 24/7 (Windows 2000, 2003)

Provided Client support for 250 end users in the Boston location 24/7 (Windows XP, 2000)

Administered and maintained Active directory, DNS, WINS, DHCP and Remote

Managed Active Directory sites, Group Policies and Organizational Units along with Users and Group Accounts

SCEC Commission - Customer Support Charleston, SC Apr 2005 - Jul 2005

Administered veteran clients with job placement assistance- Trained veterans to use the services offered in resource center in order to seek and gain employment

Trained many clients on computer basics, Assisted IT Department with various projects as needed

D.O.D – Materials Handler - Customer Support Charleston AFB Jan 2004 - Mar 2005

Implemented the use of GATES- a tracking software program for military/government

IT Experience, Responsible for receiving, storing, and shipping of general and specialized equipment, supported RFID scanners, uploads, and downloads

State Street Bank - PC Support Tier 3 Quincy, MA Jan 2001 - Jun 2002

Provided third level support to over 2000 end users using 24/7, Windows NT/2000

Successfully configured, tested, migrated, upgraded, and deployed PCs, Administered network printers and print services

Automated administrative tasks, policies and procedures, Supported data backup and recovery, Performed ghosting of desktops and laptops with imaging software.

EDUCATION

Trident Technical College, North Charleston, SC

Major CIS; Minor – Business Management

University of Massachusetts, Boston, MA

Veterans' Certificate Program – Business Management

Johnson & Wales University, Providence, RI
Major – CIS; Business Management

CERTIFICATIONS

A+, Network+, CompTIA

Military Experience

United States Air Force;
Carpentry, Structural Masonry – Rapid Deployment Teams Red Horse/ Prime Beef
(Honorable Discharge)

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