


Connecting Recruiters & Top Talents in 30 Seconds

- [FETCH Jobs](#)
- [Post Profile](#)
- [Candidates](#)
- [Recruiter Registration](#)
- [Recruiter Login](#)

Follow us on:   

[View Profile](#)

View Profile

Charles Buckley (US Citizen) Posted by: Individual		Tot Exp : 10 Yrs	Preferred Employment	Available as of Feb-17-11
Sys Admin/Network;	x-Other	US Exp : 10 Yrs		
Franklin Park, IL	Ph(C) : +1-847-354-9397	Salary : Market	W2 Contract ✗	Email [Check Availability]
Relocation : NO	Ph(H) : +1-847-354-9397	Rate : Market	W2-Permanent ✓	Forward Profile/Resume
Prof. State(s) : IL	Ph(W) : +1-847-354-9397		1099 Contract ✗	<input type="checkbox"/> Save in Scratchpad
Security > 1 yrs	Cisco > 5 yrs	DNS > 5 yrs	FireWall > 5 yrs	 Download Resume Only for Premium Access
Ghost > 10 yrs	Network Admin > 4 yrs	Desk Top > 10 yrs	Migration > 10 yrs	
Desk Top, Migration, MS Office, Operating System, ACTIVE DIRECTORY, AS/400, Blackberry, Lotus Notes, MCP, MCSE, SAP BASIS, Security, C, Cisco, DHCP, DNS, Firefox, FireWall, Ghost, Network Admin				
Preferred Time to Call : Corp-Corp Info : Notes :				
Domain Experience : Financial, IT/Software				

Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)

CHARLES BUCKLEY

HELPDESK / CALL CENTER

2836 N. LINCOLN STREET, APARTMENT 1E
FRANKLIN PARK, ILLINOIS 60131

CAREER SUMMARY

Accomplished, customer service oriented Helpdesk / Call Center Engineer with proven success providing high quality technical solutions to some of America's leading companies. Possess strong technical skills, an understanding of the big picture, and an engineer's eye for detail. Expert troubleshooter with advanced analytical skills, adept at resolving the most complex technical issues. Driven to achieve excellence and thrive in fast-paced, high-pressure environments. Built and earned reputation as "the go to guy" at Philips. Outstanding communicator with sophisticated interpersonal skills; easily and effectively bridge the gap between business and technology teams. Possess MCSE, MCP, CompTIA A+, and CompTIA Network+ Certifications. Dedicated to providing exceptional C-Level and client service, and additionally proficient in:

- Security Software
- Problem Diagnosis
- Technical Support
- Customer Management
- Ticket Management
- Application Consultation

PROFESSIONAL EXPERIENCE

KFORCE (Contract Arrangement), Chicago, Illinois, 2010 – Present
CALL CENTER / DESKTOP SUPPORT ENGINEER

- * Troubleshot hardware and software issues and provided desktop, laptop, and docking stations support to HP, Morgan Stanley, Wachovia,, Liberty Mutual, Holland & Knight, PNC Bank, and other leading corporations.
- * Performed call center support (80% of time) and helpdesk support (20% of time) in a fast-paced, deadline oriented, 24x7 environment, including software/hardware installations, maintenance, upgrades, troubleshooting, and user account administration.

Accomplishments

- * Requested to work personally at several companies including to serve on Wachovia's Securities Project and on several Liberty Mutual projects.
- * Deployed 1,000+ computers and laptops including installation, configuration, and updates and provided all desktop and mobile support to Morgan Stanley.
- * Executed migration rollout of Windows 7 and Microsoft Office 2007 for Holland & Knight.
- * Updated virtual equipment for TelSource, a provider of service solutions to the communications industry.

MMD SERVICES (Contract Arrangement), Chicago, Illinois, 2010
CALL CENTER / DESKTOP SUPPORT ENGINEER

- * Provided Philips, a Fortune 500, multi-national, electronics company, with international IT support and Level II helpdesk support to 550 local personnel.
- * Assisted HMX Group, America's leading tailored clothing company with providing Level II helpdesk support to 500 local personnel; escalated incidents to teams of specialists, noting detailed information regarding issues.
- * Installed, configured, and troubleshot operating systems, engineering software, Microsoft Office Suite, and SAP.
- * Performed backup process for migration and data recovery for equipment at the end of its life cycle.
- * Identified latent issues and recommended solutions regarding printers, BlackBerrys, outlook, and Lotus Notes.

Accomplishments

- * Praised by Philip's Senior Technology Support Officer for turning the "ticket queue from 300 or so down to 15 in a short period of time" and for taking Philip's to "70% or more in completing our goal" to being accepted by an outsourcing company "before Charles even knew our plans."
- * Cited by Philip's IT Service Manager as a "take-charge person who is able to present creative ideas and has great customer service skills" and for being "consistently pleasant, reliable and my go to guy for problems and issues that need immediate attention."
- * Migrated 550 desktops and laptops for Philips including installation, configuration, and updates and provided Level II helpdesk support until outsourcing was initiated.
- * Directed migration of 2,500+ users and machines using the Active Directory Domain Tool (ADMT).

TITAN TECHNOLOGY GROUP (Contract Arrangement), Chicago, Illinois, 2009 – 2010
CALL CENTER / DESKTOP SUPPORT ENGINEER

- * Served NORC, among the nation's largest opinion research centers, with VOIP, hardware, and software support, provided international Level II Helpdesk support to Kaplan, a Fortune 300 company, and supported the National Express bus company and ArjoHuntleigh, the country's fourth largest medical supplier.
- * Provided critical data system support regarding telephony integrated with servers; met all client goals.
- * Troubleshot multiple environments including Microsoft Windows XP/NT/2000/98 and provide functional and technical support troubleshooting and hardware / software problem diagnosis.
- * Installed, configured, and troubleshot operating systems.
- * Trained computer users regarding safe methods to preserve knowledge database.

Accomplishments

- * Noted by NORC's IT Manager as one who "stood out from many contractors," and who closed "out [tickets] quickly" making "the end users very happy."
- * Cited by Kaplan's Level II Help Desk Support Manager for having "excellent troubleshooting capabilities" and for being "a real asset to our company."
- * Supported Windows 7 test lab, helping to support future rollouts.

THRESHOLDS ORGANIZATION (Through The LaSalle Network), Chicago, Illinois, 2008 – 2009
CALL CENTER / DESKTOP SUPPORT ENGINEER

- * Anticipated issues and provided solutions relating to HP Think Client, desktops, and software needs.
- * Created Ghost images and installed, configures, and re-imagines thin clients, desktops, and laptops.
- * Documented helpdesk and troubleshooting processes and procedures.

Accomplishment

- * Praised by Threshold's management for establishing IT policies and procedures that resulted in saved "time, money, and frustration."

RCM TECHNOLOGIES (Contract Arrangement), Chicago, Illinois, 2005 – 2006
CALL CENTER / DESKTOP SUPPORT ENGINEER

- * Served as Network Administrator responsible for managing internal infrastructure supporting hundreds of users for Harris Bank, BancTec, and Affinia.
- * Researched, analyzed, and identified hardware that met all needs and resulted in a savings of \$20,000.

TECHNICAL SKILLS

Application Software: Active Directory; Remedy Ticketing Systems; BlackBerry Manager; SAP Basis; AS/400; DameWare; Microsoft Office Suite; Lotus Notes; Internet Explorer; FireFox

Security Software: Cisco VPN; BitLocker

Operating Systems: Microsoft Windows 7/Vista/XP/2000/NT/98/95/DOS; Microsoft Windows Server 2008/2003

Hardware: BlackBerry; HP Thin Client; Projectors; AS/400; Hubs / Switches / Routers; Firewalls;

Tools/Programs: ImageX; WDS (Server 2008); WinPE; QuicKeys; Dameware

Protocols: TCP/IP; DHCP; DNS; WINS

CERTIFICATIONS / TRAINING

CERTIFICATIONS:

- > Microsoft Certified Systems Engineer (MCSE)
- > Microsoft Certified Professional (MCP)
- > CompTIA A+ Certified (A+)
- > CompTIA Network+ Certified (Network+)

Additional Training: SAP Basis; IT Networking

Jobs by Category:

Java J2EE Jobs	Mainframe Jobs	Database Developer Jobs	Dot NET, VB, ASP, C# Jobs	Web / Internet Jobs
DBA's Jobs	Oracle Apps Jobs	Embedded System Jobs	Data Warehousing / ETL Jobs	C++, VC++ Jobs
SAP Jobs	People Soft Jobs	Business Analyst Jobs	System Admin/Network Jobs	Reporting Tools Jobs
Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs

