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Confidential (US Citizen)		Posted by: Individual		Tot Exp : 7 Yrs	Preferred Employment	Available as of Jan-30-11
Sys Admin/Network;		NT Admin		US Exp : 7 Yrs		
Damon, TX		Ph(C) :		Salary : Market	Corp-Corp	✓
Relocation : NO		Ph(H) : ✉ Email me job details		Rate : Market	W2 Contract	✓
Pref. State(s) : TX		Ph(W) :			W2-Permanent	✓
Lawson > 1 yrs	Citrix > 7 yrs	Novell > 2 yrs	Windows 2000 > 4 yrs		1099 Contract	✗
DNS > 7 yrs	Ghost > 2 yrs	MS Office > 7 yrs	VPN > 7 yrs		Need H1B	✗
VPN, ACCESS, ACTIVE DIRECTORY, Basic, Citrix, HAL, Lotus Notes, MCSE, MS Office, Novell, Windows 2000, Cisco, DHCP, DNS, Excel, Ghost, Lawson, Operating System, SAP, Security						
Preferred Time to Call :						Download Resume Only for Premium Access
Corp-Corp Info : Confidential						
Notes :						
Domain Experience : IT/Software						

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

David L. Ward
 17915 Oak Bayou Road
 Damon, Texas 77430
 Home
 Cell

OBJECTIVE

To obtain a challenging position within the Information Technology field that utilizes my experience and acquired knowledge that affords opportunities for career growth and development.

SUMMARY

Excellent Customer Service and Problem Recognition skills developed in two world class IT operations. Experience includes Active Directory Administration, Client/Server Support, Citrix, Remote Access and Proprietary Software troubleshooting

CERTIFICATION

Southern Methodist University Advanced Computer Education Center Bellaire, TX
 MCSE, Network +, A+, Novell, Quad Certification Program, completed February, 2002

MCSE 2000
 MCSA 2000
 Comp-Tia A+ and Network +
 Novell CNA

COMPUTER SKILLS

Computer hardware and software installations, upgrades and configurations including:
 Floppy drives, hard drives, operating systems, network adapters and peripherals
 Installed DHCP, DNS, TCP/IP, WINS, Routing and Remote Access Server, Ghost, Bomgar
 Configured Windows 2000 Professional and Server, Windows 7 and Office 2010
 Resolved network connectivity problems by utilizing troubleshooting utilities
 MS Active Directory and MS Exchange account administration
 Disconnect, Breakdown, pack, Reconnect computer equipment for a corporate move

PROFESSIONAL EXPERIENCE

Stewart Title of Houston 3/2009 - Present
 Stewart Profession Solutions
 Operations Analyst
 Responsible for Microsoft Exchange and Domain administration of all accounts,

Including resource and service accounts as needed with one co-worker for a mid sized Real Estate Firm with over 5600 employees
 Average Handling approximately 30 tickets a day and closing 19 on a daily basis
 Maintain IT Compliance Processes and Policies for all account administration
 Logged and tracked all calls using call tracking software
 Team Player who can also assist with Trouble shooting issues for new users including VPN,
 Mapping network drives, connectivity issues as needed

Member of the Lawson Build Infrastructure team who supported the members by creating new accounts, distribution lists, resource and service accounts immediately to keep the project on time for an 8 month completion timeline.

Stewart Title of Houston, 4/2005 - 12/2008

Stewart National Title Services 5/2007 - 12/2008

SureClose Regional Support Analyst

Handled all of the support calls for the SureClose Regional Support Specialist for the commercial division of Stewart National Title Services offices and their clients
 Created, Maintained and Terminated users on an as needed basis for the NTS offices and kept an updated spreadsheet with all of the users login information for future troubleshooting issues

Assisted the Regional SureClose Support Manager with testing the application prior to and after an update was introduced into the system to confirm that the patch was successful and their were no additional symptoms as a result of the update

I rebuilt a very large SureClose file for the NTS Atlanta office with approximately 3500 documents in 5 days so that a 4 Billion dollar land deal could close on time.

I completed a detailed project for Crown Castle by inputting data from 400 SureClose files into an excel spreadsheet. The developers used this data to run a SQL query to provide specific information for the client regarding his SureClose files. I had to verify the correct data was input into the spreadsheet and the query printed out the correct information after the report ran

Stewart Title of Houston, 4/2005 - 12/2008

Stewart Transaction Solutions 5/2006 - 5/2007

SureClose Support Analyst

Received and Completed 40% of the teams total calls on a monthly basis for 9 straight months

Supported the SureClose Regional Support Specialists and their customers resolving all issues with the SureClose application including network outages, e-mail, account lockout and consolidating excess customer user id's and excess companies created in the application

Analysis, Diagnosis and Configuration of clients computers for optimum performance with the SureClose application by adjusting the IE security settings, and running spyware and malware removal software when applicable

Create documentation for the SureClose Support Teams Knowledge Base on a monthly basis by contributing at least two KB articles per month

Stewart Title of Houston, 4/2005 -12/2008

Landata, Inc 4/2005 - 5/2006

Customer Support Analyst

Receive and or update an average of 37 tickets per day ranging from basic troubleshooting of network outages to assisting customers accessing their applications and trouble shooting issues pertaining to 9 specialty Stewart Proprietary Software applications

Created and maintained VPN Certificates using Microsoft Certificate Authority, Configured Cisco VPN clients. Upgraded all of Stewart's remote VPN clients certificates in a one month period

Submitted knowledge base articles of troubleshooting techniques that were successful for the knowledge base on a monthly basis

Shell Information Technology International, 11/2002 - 11/2004

Helpdesk Analyst

Helpdesk Analyst Member of the core team supporting all the users at Shell Oil Company Globally (approximately 100K Worldwide).

Receive an average of 35 calls per day ranging from basic troubleshooting of network outages

To assisting customers accessing their applications and trouble shooting issues pertaining to

SAP/R3, Citrix, Remote Access, and Windows 2000 and MS Office 2000 applications and Shell proprietary software applications

Resolution rate of over 80% of all calls received.

Getronics, Houston, Texas

Helpdesk Analyst 7/2002 - 8/2002

Supporting 1200 users at the Berkley site of Bayer Inc. New hire authentication and set-up, password reset, mapping drives to databases, Troubleshooting both Microsoft Office 2000

And Lotus Notes issues, directing tickets to proper personnel for users.

A.T.S. IT Relocation Specialists, Houston, Texas

Contract Staffing 6/2002 - 9/2002

Disconnect, Breakdown, pack, Reconnect computers and test for connectivity in a corporate move

Southern Methodist University, Houston Texas

Internship 2/2002 - 7/2002

Assisting the classroom manager by ghosting the classrooms in preparation for the next module. Making sure the backbone is in the correct setting for imaging and reset for the

classroom configuration. Checking the images for accuracy and setting the correct TCP/IP

configurations as required. Reformatting and using scandisk to prepare the hard drives for imaging. I also assembled and disassembled computers as needed.

HAL-PC, Houston Texas

Volunteer 3/2001 - 9/2001

Assist members with their personal computers by troubleshooting issues such as virus

detection and removal, software installations, removals and upgrades, dial-up networking

issues for hal-net internet services, installing, removing and configuring hardware,

adding memory, and tuning up computers for optimum performance.

Software Skills

Office 97/2000/2003

Lotus Notes-self taught

EDUCATION

Wofford College
Spartanburg, South Carolina
B.S Sociology

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