


Connecting Recruiters & Top Talents in 30 Seconds

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

Follow us on:   

[View Profile](#)

View Profile

Dwayne Jones (US Citizen)		Posted by: Individual		Tot Exp : 5 Yrs	Preferred Employment	Available as of Feb-17-11
Sys Admin/Network; x-Other				US Exp : 5 Yrs		
Irving, TX	Ph(C) : +1-214-406-3977			Salary : 40K /Yr	Corp-Corp	✗
Relocation : NO	Ph(H) : +1-972-255-1530			Rate : Market	W2 Contract	✓
Prof. State(s) : TX	Ph(W) : +1-214-406-3977				W2-Permanent	✓
Wireless > 2 yrs	CCNA > 1 yrs	Network Admin > 1 yrs	Migration > 1 yrs		1099 Contract	✗
Operating Sys > 6 yrs	Progress > 1 yrs	ACCESS > 3 yrs	ACTIVE DIRECTORY > 5 yrs		Need H1B	✗
Wireless, Migration, Operating System, Progress, ACCESS, ACTIVE DIRECTORY, Apple Mac, B2B, Blackberry, CCNA, Cellphone, CorelDraw, Deployment, Desk Top, Director, FrontEnd, Frontpage, MS Office, Network Admin, Oracle						Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad  Download Resume Only for Premium Access
Preferred Time to Call : Flexible - AnyTime on Cell +1-214-406-3977						
Corp-Corp Info :						
Notes :						
Domain Experience : IT/Software						

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

DWAYNE JONES

4222 Esters Rd, Apt 207, Irving, TX 75038 – Phone
Email:

OBJECTIVE To obtain a full-time I.T. position offering 5+ years of diversified experience, strong academic background, solid work ethic, stellar sales record, excellent people skills, outstanding team player, sense and proficiency in current technologies.

EDUCATION MACARTHUR HIGH SCHOOL Irving, TX, USA
High School Diploma June 2007

UNIVERSITY OF PHEONIX Irving, TX, USA
Network Administrator August 2009 – Present

SKILLS Communicates effectively both orally and in writing, with strong analytical skills
Adapts quickly and ready to take on new challenges ahead
Pro-active, motivated, goal oriented, and a team player

CORE New & Emerging Technologies, Testing & Troubleshooting, Application Administration, Systems &

COMPETENCIES Network Upgrades, Windows & Mac Platforms, Systems Integration/ Migration, User Training & Support Tools, Problem Identification/ Analysis, Network Connectivity Issues, Clients Needs Fulfillment, Business Processes Optimization

COMPUTER Certifications: N+ network cert, Security +, A+ cert 220-701, 220-702, CCNA in progress.
SKILLS Operating Systems: Windows 98/NT/2000/XP/Vista/Windows7/OSX10
Database Tools: MS Access, Oracle, ADB2, Relational Databases
Applications: MS Office Suite, MS Visio, Corel Draw, Adobe Photoshop, FrontPage, MS Works
Typing: 60+ words per minute

EXPERIENCE

GameStop Corp. office Grapevine, TX, USA
HelpDesk II August 2010-Dec 2010
Ensure customer satisfaction by responding to calls escalated by the Help Desk.
Manage day-to-day service delivery problems and work on special projects as assigned.
Manage network accounts in Active Directory, NDS, and Exchange.
Maintain inventory status by tracking hardware and software deployment locations.
Build and deploy new and replacement systems for end users.
Log all customer questions and problem incidents and track them through to resolution. This includes timely recording of problem symptoms and status information.
Ensure timely escalation of customer problems by documenting the impact to the customer and by assigning an appropriate priority and resolution target.
Conduct problem determination using documented procedures and available tools such as support knowledgebases and vendor support systems
Ensure problem resolution by initiating and tracking assignments to Help Desk resources, vendors, and other IS staff, and by keeping the customer updated on the status of problem resolution.
Initiate escalation of severe service problems as appropriate and ensure Help Desk awareness of problems that exceed documented target resolution dates.

VERIZON WIRELESS Irving, TX, USA

Customer Services Representative 2008 – 2010

Analyzes network coverage to ensure contiguous communication and network integrity.

Train other employees as required on the installation and maintenance of network operations equipment.

BlackBerry PDA lead expert, Troubleshooting/hardware Repair.

Provided customers with an extreme level of customer service, resulting in winning the personal referral of a Company Owner and the successful sale of 50 phones to Company employees.

Attend on site and off site training classes as required for equipment and/or software training in support of new, existing, or

Maintain a working log of actions and testing completed during outage scenarios

measure sales performance for individuals and the entire sales team.

Acquired new corporate customers through aggressive calling, resourcefully

obtaining new leads through publically available sources.

Worked with customers and the mobile provider's customer service department to

resolve customer billing issues, ensuring a high level of customer service.

Conducted outside B2B sales during my personal time in addition to working a regular retail sales shift, increasing both individual and store monthly sales goals.

CIRCUIT CITY STORES, INC. Irving, TX, USA

Technology Floor Supervisor/ In-Home Technician 2006 – 2008

Top 5 tech sales associate in the district 3 months in a row (05/2007 – 08/2007) responsible for driving PC sales as well as In-Home installation services, warranties and hardware upgrades, while maintaining a high level of customer satisfaction and retention.

Installed Verizon Wireless Data Cards for Verizon Wireless customers utilizing the In-Store Verizon Kiosk at the Irving Circuit City location.

Exceeded company benchmark of \$1,000 per month in additional labor up sale while at clients' home or business by an average of \$500.

Top 3 In-Home up sale techs in the district 3 months in a row 05/2007 – 08-2007.

Assist district management in the makeup and implementation of new sales initiatives reporting directly to the District Manager.

Promoted to tech lead after 3 months and took on added responsibilities such as training new In-Store techs and tech sales associates, and assisted store management in the makeup and implementation of new tech sales initiatives reporting directly to the Store Director.

Promoted to full time on-site tech after 6 months and was given a company car and cell phone to facilitate efficient progress.

Provided local desktop and laptop support for walk-in customers and remote support for clients at satellite business locations.

Troubleshoot, diagnosed and resolved all hardware and software related issues as well as network connectivity, email and network printing problems for desktops and laptops of all operating systems.

Performed data back-up, recovery and migration between systems or onto physical drives or discs.

KROGER Irving, TX, USA

Frontend Supervisor 2005 – 2006

Ensured the efficient flow and working of store checkout counters.

Addressed all customer complaints and grievances with a desired outcome of excellent customer satisfaction.

Ensured a clean and presentable work environment for both customers and staff.

Ensured prompt and efficient communication between floor staff and management as the designated intermediary.

Maintained stellar checkout speeds and bagging efficiency.

Copyright 2011 © Corp-Corp.com. All rights reserved.

Home | Site Map | FAQ | About Us | Events | Contact Us | Live Help

Jobs by Category:

Java J2EE Jobs

DBA's Jobs

SAP Jobs

Siebel Jobs

Mainframe Jobs

Oracle Apps Jobs

People Soft Jobs

QA / Testing Jobs

Database Developer Jobs

Embedded System Jobs

Business Analyst Jobs

Project Management Jobs

Dot NET, VB, ASP, C# Jobs

Data Warehousing / ETL Jobs

System Admin/Network Jobs

Unix, C, Shell Scripting Jobs

Web / Internet Jobs

C++, VC++ Jobs

Reporting Tools Jobs

EAI - MiddleWare Jobs

Links: QFetch.us | Jobs by State | Contract Jobs | Consultant Resumes | Employer Directory | Press Release | Feedback | Privacy Policy | Terms & Usage Policy | Unsubscribe