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Gregory M Fisher (US Citizen) Posted by: Individual		Tot Exp : 10 Yrs	Preferred Employment	Available as of Feb-28-11
Sys Admin/Network;	NT Admin	US Exp : 10 Yrs		
Edinboro, PA	Ph(C) : +1-814-504-1728	Salary : Market	Corp-Corp ✓	Email [Check Availability]
Relocation : NO	Ph(H) : +1-814-734-1748	Rate : Market	W2 Contract ✓	
Prof. State(s) : PA	Ph(W) :		W2-Permanent ✓	
EDI > 2 yrs	Wireless > 3 yrs	ACCESS > 1 yrs	ACTIVE DIRECT > 3 yrs	Forward Profile/Resume
Data Center > 2 yrs	MS Office > 10 yrs		1099 Contract ✓	<input type="checkbox"/> Save in Scratchpad
ACCESS, ACTIVE DIRECTORY, Data Center, EDI, MS Office, Wireless				
Preferred Time to Call : Day & Evening: 8 AM - 8 PM on Cell +1-814-504-1728				
Corp-Corp Info :				
Notes : I accessed the User Interface within Server 2003 Active Directory to				
Domain Experience : IT/Software, Manufacturing, Retail				

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Gregory M. Fisher
12190 Skyview Drive
Edinboro, Pennsylvania 16412

SUMMARY OF QUALIFICATIONS

PC / Support Technician with more than 10 years of broad-based experience solving hardware and software problems with misleading, multiple causes. Excellent communication skills strengthened through retail sales experience. Able to relate to people with various levels of expertise. Known for tenacity and ability to adapt and maintain business processes with an interim solution until a preferred method or device is implemented.

EDUCATION

Bachelor of Electrical Engineering, Gannon University, Erie, PA May 1993.
A+ Certification, CompTIA, Oakbrook Terrace, IL. November 2003.
MS Office 97 Application Development, Gannon University CIE/CIM, Erie, PA. August 1998.

EXPERIENCE

ZURN Industries, Erie, PA May 2000 – June 2009
PC / Support Technician
Set up PCs for employees in accordance with company policies. Provided application and general support to users while keeping a high degree of availability. Maintained inventory of computer assets and enforced software license compliance.

Backup administrator for user accounts by use of Active Directory on Server 2003.
Maintained MS DOS, MS Windows 9x, NT, 2000, XP systems company wide.
Acted as liaison between users, managers, and IT while monitoring User Authorization change Requests (UARs) to ensure Sarbanes-Oxley procedural compliance.
Instituted imaging at Zurn to quickly deploy PC systems.
Solved local errors such as Page Faults with inclusion of hardware considerations.
Instrumental in the selection of the Uninterruptible Power Supply for the data center; central to 17 business units. Suggestions influenced the plant engineer's decisions in sizing and integration of standby power backup generator. Monitored situations with the plant electrician regarding issues that concerned power or maintenance. Kept the Systems Manager informed.
Handled scanned warehouse inventory input error corrections reported by the stock selectors and corrected occasional data errors flagged upon batch upload into database.
Manually channelized Access Points and reassigned the "Root" to an AP easily "seen" by the rest of the APs; this facilitated roaming. That is, the ability for the "Root" to direct an AP to hand off the roaming scanner to another AP. These steps improved coverage.
Set up Access Points on a separate subnet that resulted in better response by the wireless handheld inventory barcode scanners.

Optimized the local network by tracing devices connected to a switch at 10MHz; a simple solution such as the replacement of a cable would often restore performance.
Worked with payroll managers in several locations to simplify weekly time clock reporting, suggested they "print" an image file, saved to a data location seen by HR.
Provided local and international videoconference support, multiple protocols.
Programmed Nortel phone switch to modify extensions for employees.

FISHER COMPUTER SERVICES, Erie, PA. 1992 - 2001
Value Added Reseller

Offered troubleshooting and systems maintenance services. Generated price quotes, configured, built, and serviced computer systems to clients' specifications. Proprietor's activities include maintenance tasks associated with a small business such as collection and submission of sales tax.

Consulted with client to determine needs and requirements, then configured and built PC-based systems that met their specifications. Provided support and troubleshooting for all hardware, software, Internet and EDI. Oversaw Y2K compliance, ensured that all systems would move through the date change flawlessly. Setup data backup systems that allowed for easy capture of all information.

RITZ Camera, Erie, PA. 1995 – 2000
Sales Associate

Duties include imaging equipment sales and service, other photographic services. Effectively communicated with customers to determine which photo and imaging equipment met their needs. Handled diagnosis and minor repair of all camera equipment.

J.B. Dahlkemper Company, Amherst, NY. and Erie, PA. 1981 - 1995
Supervisor and Sales Counselor

Handled retail sales of cameras, consumer electronics, and sporting goods

Supervised 15 employees. Handled performance reviews, hiring and training. Oversaw sales promotions, inventory, and merchandising of products; Department realized sales increases as much as 170% in first year. Maintained departmental stockroom in compliance with Federal firearm laws. Handled minor camera repair and diagnosis.

Greg Fisher Photography 1978 to 1995
Sole Proprietor

Activities include wedding, advertising, technical, nature, photography and maintenance activities associated with a small business.

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