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Jeremy J Kinkade (US Citizen)		Posted by: Individual		Tot Exp : 15 Yrs	Preferred Employment	Available as of Feb-07-11
Sys Admin/Network;		NT Admin		US Exp : 15 Yrs		
Springfield, IL	Ph(C) : +1-847-481-9556			Salary : 45K /Yr	Corp-Corp ✗	Email [Check Availability]
Relocation : YES	Ph(H) :			Rate : Market	W2 Contract ✓	
Pref. State(s) : IL	Ph(W) :				W2-Permanent ✓	Forward Profile/Resume
Cisco Routers > 1 yrs	Windows 2003 > 6 yrs	3Com > 8 yrs	Citrix > 4 yrs		1099 Contract ✓	
Ethernet > 8 yrs	LAN > 5 yrs	Security > 2 yrs	Configuration > 8 yrs		Need H1B ✗	<input type="checkbox"/> Save in Scratchpad
ACTIVE DIRECTORY, Windows 2003, 3Com, Citrix, Ethernet, LAN, Remedy, Security, VMWare, VPN, Blackberry, Business Objects, Cisco Routers, Configuration Management, DNS, Lotus Notes, Mainframe, Migration, Oracle 9i, Outlook						
Preferred Time to Call :						Download Resume Only for Premium Access
Corp-Corp Info :						
Notes :						
Domain Experience : Dot Com, Financial, Government, HealthCare, Insurance, IT/Software, Manufacturing, Pharmaceuticals, Retail, Telecom						

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Resume of JeremyKinkade

JeremyKinkade
4868 Leah Dr
Springfield Il, 62711

Email:

SUMMARY

Experienced IT Professional with almost 15 years of cross-platform experience in systems administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks. Demonstrated expertise in resolving sensitive and confidential issues utilizing excellent interpersonal organizational and customer relations skills.

TECHNICAL EXPERTISE

Hardware: Dell, IBM desktops, laptops, printers(HP, IBM, Xerox), Modems, Faxes, Blackberry, Windows Phones and PDA's

Software: Microsoft Office 00/03/07, SMS 1.3-2.0, Microsoft Outlook 98/00/03, Novell ZENworks, Lotus Smart Suite 3.1, Lotus Notes 6.5, Internet Explorer 4.0-6.0, WebEx, Rumba Mainframe, 03/07, Norton Antivirus, Impact! 2000, Sybase Remoteware, Synpharm, PC Anywhere, Utopia, Powerquest Drive Image, Citrix 4.5, Clarify, Remedy, Business Objects, Marimba/BMC Configuration Management, Symantec Ghost 5.1 – 7.0, Esx Server 3.02-3.5, VRanger Pro, VMware, VConvertor, Trialmax, Active Directory

Operating Systems: Windows NT/2000/XP/Vista/2007 Windows 2000, 2003 Server, Novell 5.0, MS Exchange 5.5 and 2003, Banyan Vines

Database Platform: Oracle 9i

Networking: LAN/Ethernet, VPN, TCP/IP, VoIP

WORK HISTORY

Independent IT Consultant/Analyst (contracted to Kellogg, Calamos Investments, Crosscom) March 2009 to Present

Responsible for supporting entire software network for 3000+ employee companies, including LAN technologies, internet, intranet, VPN, Anti-Virus Software, and Ethernet systems.

Created tickets in Remedy and submitted them to desktop support and network support teams or other group if resolution was not able to be done in a timely manner.

Supported a Remedy Systems based computer support database and workflow tracking system, including Service Level Agreements, Asset and Repair Tracking, Change Management, Project Tracking.

Installed and provided support for numerous Windows 2003 120-130, Windows 2003 virtual servers, Esx, and Citrix Servers.

Managed Active Directory by creating user accounts, OU's, and policies.

Developed, documented, and maintained technical services, support policies, and company procedures.

Tested, packaged, and deployed applications and system images using Microsoft Systems Management Server (SMS 2003).

Reviewed, approved, and distributed desktop operating system and application patches.

Scheduled and coordinated backup operations for executive teams.

Troubleshoot DNS and WINS name resolution, authentication problems, DFS links and replication issues, folder and printer permissions, etc.

Lead in charge of all software, hardware, and end user support onsite.

Supported 3Com Switches, Hubs, Cisco Routers and IBM 306 and 345 servers as well as supported Voice Over Internet Protocol phones.

Utilized Remedy and Clarify ticketing systems to support end users with hardware and software issues.

Imaged, configured, and tested applications on desktop and laptop computers deployed to the company.

Created and revised process documentations for the solutions of all helpdesk issues.
Built desktops and laptops using SMS 2003, Ghost 6.0, 7.0, and Powerquest software applications.
Coordinated and planned Windows 98 to Windows 2000/XP migration on 5000 desktops and laptops.

Addison Search

IT Support Analyst/Network Administrator June 2008 to March 2009

Responsible for supporting entire software network for Bartlet and Beck, a 150-employee company, including LAN technologies, internet, intranet, VPN, Anti-Virus Software, and Ethernet systems.

Supported laptop, desktops, scanners, phone systems, installed software and hardware.

Active Directory configuration and maintenance including creating user accounts, OU's, and policies
Vizioncore

Network Administrator October 2007 to May 2008

Desktop support for all hardware and software issues (Windows XP,Vista)

Maintained Esx servers, Citrix servers

Ran backups using VRanger Pro and VConvertor

Created and administrated user accounts for Webex

Contacted and interacted with vendors regarding maintenance and problem issues.

Active Directory configuration and maintenance including creating user accounts, OU's, and policies

Maintained Exchange 2003 server and converted to Exchange 2007

Griffin Solution (contracted to Littelfuse)

Network Administrator February 2007 to August 2007

Developed, documented and maintained technical services and support policies and procedures

Tested, evaluated and made recommendations on new technology and applications

Tested, packaged, and deployed applications and system images using Microsoft Systems Management Server (SMS). Reviewed, approved, and distributed desktop operating system and application patches. Scheduled and coordinated backup operations for executive team.

Analyzed user needs, system capacity, and other data to design and maintain PC security measures.

Work with Active Directory issues such as: logon failures, account lockouts, network connectivity, DNS and WINS name resolution, authentication problems, DFS links and replication issues, folder and printer permissions, etc.

Iconma Inc. (contracted to 3Com)

Technical III January 2006 to February 2007

Site Lead in charge of all software and hardware on site, as well as end-user support

Supported 3Com Switches, Hubs, Cisco Routers and IBM 306 and 345 servers

Supported Voice over Internet Protocol phones

Supported and Administrated Novell 5.0

Siemens (contracted to Washington Mutual)

Technician II November 2004 to January 2006

Utilized Remedy and Clarify support users with hardware and software issues

Supported laptop, desktops, scanners, phone systems, installed software and hardware

Modis Inc.

Technician II 2004

Imaged, configured, and tested applications on desktop and laptop computers

Created and revised process documentation

TEKsystems/Various Clients

Support Technician 2002 to 2004

Performed Windows 98 to Windows 2000/XP migration including Win2k

Built desktop and laptops using Ghost 6.0 and 7.0

Trustmark Insurance

Consultant/Desktop Analyst 2001

Provided phone support to over 1800 users nation-wide

IBS Interactive

Consultant 1998 to 2001 and 2002

Managed employees: Documenting time worked, interview prospective candidates

Supported laptop, desktops, scanners, phone systems, installed software and hardware for 600+ end users in a Fortune 500 company

United States Marine Corps

Communications Center Operator 1994 to 1998

Served as Team Lead supervising the dial operations of a helpdesk and technicians

Provided network administration (user account creation, maintenance, and deletion) and email support on Banyan Vines Network

EDUCATION

A+ Certification

US Marine Corps Communications and Electronics School

PMP Class completed

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DBA's Jobs

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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