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Jim 6 Barrett (US Citizen) Posted by: Individual		Tot Exp : 10 Yrs	Preferred Employment	Available as of Jan-26-11
Sys Admin/Network;	NT Admin	US Exp : 10 Yrs		
Loganville, GA	Ph(C) : +1-678-743-1595	Salary : 50K /Yr	Corp-Corp ✗	Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad  Download Resume Only for Premium Access
Relocation : NO	Ph(H) : +1-678-743-1595	Rate : Market	W2 Contract ✗	
Prof. State(s) : GA	Ph(W) :		W2-Permanent ✓	
Cisco > 1 yrs	FTP > 8 yrs	LAN > 3 yrs	1099 Contract ✗	
System Admin > 4 yrs	ACTIVE DIRECT > 4 yrs	Desk Top > 10 yrs	Outlook > 10 yrs	Need H1B ✗
ACTIVE DIRECTORY, LAN, Desk Top, Outlook, Symantec, VOIP, Apple Mac, Cisco, DHCP, Encryption, Excel, FTP, ISDN, MS Office, Operating System, Photoshop, Powerpoint, RAID, Sharepoint, System Admin, SQL				
Preferred Time to Call : Flexible - Any Time on Cell +1-678-743-1595				
Corp-Corp Info :				
Notes :				
Domain Experience : Dot Com, Financial, HealthCare, IT/Software, Retail				

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

Jim Barrett
 IT Professional
 1980 Bullock Trail
 Loganville, GA 30052
 Cell
 Email:

SUMMARY OF QUALIFICATIONS

NETWORK / SYSTEMADMINISTRATOR with a B.A. and 10 years of experience providing system support to end users on multiple applications demonstrating strong knowledge of networks, telecommunications, and Internet connectivity issues. Proven ability to troubleshoot, diagnose and resolve technical issues in a timely manner, consistently identifying operational processes to enhance productivity and efficiency. Additional supervisory and operations experience combine to enhance business acumen and customer-oriented approach. Consistently recognized by management for strong interpersonal skills.

TECHNICAL SKILLS

A+ Certification (1999); Net+ Certification (2007)
 New Horizons Computer Learning Center, Atlanta, Georgia

Networking:
 LAN/ WAN, TCP/IP, MS Active Directory (AD), AppleTalk, IPX/SPX, VLAN, Cisco VPN, RAID, ARP, DHCP, NAT, Token Ring

Technologies:
 aDSL, sDSL, Satellite, Cable, WiFi, VoIP, Dial up, FDDI, Frame Relay, ISDN

Operating Systems:
 Win XP, Win Vista, Win7, Server 2000 and Server 2003; Macintosh 8.3 – OS X

Software:
 MS Office Suite 2000/2002/2003, 2007 (Word, Excel, PowerPoint), Outlook, Outlook Express, Eudora, Netscape, Adobe Photoshop 5.0/5.5, Symantec Anti virus, Symantec

Backup Exec, Mac Mail, Various IM's (Instant Messengers)

PROFESSIONAL EXPERIENCE

FIRST NATIONAL FINANCIAL, INC., Duluth, GA 3/2008 – 5/2010

Systems Administrator / Information Services Analyst

Hired by LandAmerica, which was acquired by First National in 2009. Provided timely desktop support for 40-50 end users and remote support for 100+ field employees with strong technology-related job duties for a local office of a global corporation. Configured, maintained, and deployed client images to laptops and desktops. Troubleshoot and resolved desktop and network issues related to viruses, connectivity, and printing. Maintained 6-15 servers in support of a LAN network and managed the enterprise backup system. Performed general Windows Server, Active Directory and Account updates and administration. Maintained telecommunications.

- > Consistently praised by management for strong technical skills, professional attitude and personable demeanor.
- > Imaged and replaced 70% of CPU's, rolled out McAfee endpoint encryption for laptops, launched a change in the credit billing system from POS2000 to Skipjack, and implemented new IT trouble ticketing system in SharePoint.
- > Co-contributor to the resolution of an 8-month old log-in issue.
- > Laid off from LandAmerica in 11/2008 and due to management recommendation, re-hired into First National after acquisition.

EARTHLINK, INC., Atlanta, GA 2000 - 2008

Hired into Tier 1 Dial Up support role and after 7 months, selected by management to be a founding member of the Broadband Group, the company's fastest-growing emerging technology. Promoted in 2002 to Tier 3 Broadband Installation, the most senior role in broadband support requiring strong technical acumen. Promoted again in 2003 to Team Lead and later to Executive Relations Administrator.

Executive Relations Administrator

Promoted due to supervisory, technical and customer service expertise to a designated team charged with providing top tier support to high-profile residential and business customers. Supported all business lines and service issues including DSL, Cable, Satellite, Web hosting, Wireless device, Wi-Fi, various internet-related software applications, spam / abuse, billing and collections.

- > Recognized as VoIP Subject Matter Expert out of a 14- person team.
 - > Identified process improvements and an escalation path that management that enhanced productivity and were adopted as best practices department-wide.
 - > Managed special projects including tracking team/individual productivity stats. Performed root cause analysis on technical issues; compiled data for management.
 - > Routinely performed management duties in supervisor's absence, including a 2-month sabbatical. Train and develop new associates. Demonstrated the ability to lead co-workers and earn their respect.
 - > Managed relationship between Executive Relations and internal departments to include establishment of escalation paths and guidelines.
- Team Lead / Tier 3 Broadband Installation Support
- Founding member of a department that supported the company's fastest growing product. Joined organization without tiered structure and promoted into Tier 3 Group as subscriber base increased. Delivered technical support and customer service for DSL, Home Networking, Satellite and Internet-related software applications. Opened trouble tickets with vendor partners to resolve connectivity issues.
- > One of 3 team members out of 90 associates selected to support an emerging Wi-Fi technology.
 - > Recognized with monthly Top Performer Award and consistently ranked in Top Ten out of 100 associates.
 - > Key interface with Local Exchange Carriers (LEC) and CLEC (Competitive LEC) in the resolution of technical issues within lines or RBOC (Regional Bell Operating Company) Central Office (CO) equipment. Coordinated dispatch of onsite technicians.
 - > Promoted to mentor and develop new technicians. Identified under-performers and provided individual coaching to enhance productivity, technical acumen and customer service skills.
 - > Requested by management to learn company billing system and provide support for a 2-month period during peak volume hours to increase customer satisfaction ratings.
 - > Demonstrated strong troubleshooting skills with modems, signals using ping, telnet and vendor tools developed by LEC and CLECs. Created Trouble Tickets with

AT&T / BellSouth, Verizon, COVAD, Quest, SBC and Time Warner Cable.

Dial up Tech Support – General Support, Tier 2 and Tier 3

Provided first level technical support for Windows 95, 98, NT 4.0 and McIntosh residential customers nationwide, the company's strongest market segment that required the most extensive technical assistance. Resolved issues relating to connectivity, FTP, email and Internet-related software applications.

- > Identified as fast track employee due to ability to exceed all technical support metrics, including hold time, average handle time (AHT), one-call resolution and wrap.

> Demonstrated ability to readily learn and apply knowledge of existing and emerging technologies and explain technical concepts to non-technical audiences.

NIELSEN COMPUTERS, Atlanta, GA 1996 - 2000

Computer Technician—Part-time

Performed in-home repair on computers for small businesses. Provided application support, installed RAM, repaired peripheral equipment, and resolved home network and LAN issues.

ECKERD, INC., Atlanta, GA 1995 - 2000

Express Photo Manager

Managed one location for 3+ years, including a staff of 7, and requested by management to transfer to rebuild an underperforming store. Performed supervisory functions, including task assignment, quality assessment, scheduling, and employee evaluation. Exceeded Sales and Payroll forecasting in 3 successive years by an average of 18%. Consistently recognized as Top 5% performer out of 35+ locations. Developed strong operations, customer service and technical acumen.

EDUCATION

Bachelor of Business Administration, Real Estate, Georgia State University, Atlanta, Georgia

MILITARY

United States Navy,
Honorable Discharge, Machinists Mate

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DBA's Jobs
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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
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EAI - MiddleWare Jobs