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<b>John L King (US Citizen)</b>		<b>Posted by: Individual</b>		Tot Exp : <b>15 Yrs</b>	<b>Preferred Employment</b>	Available as of Jan-13-11
<b>Sys Admin/Network;</b>		<b>x-Other</b>		US Exp : <b>15 Yrs</b>		
Joliet, IL		Ph(C) : +1-630-201-1276		Salary : <b>65K</b> /Yr	Corp-Corp	<a href="#">Email [Check Availability]</a> <a href="#">Forward Profile/Resume</a> <input type="checkbox"/> <a href="#">Save in Scratchpad</a>
Relocation : <b>NO</b>		Ph(H) :		Rate : <b>\$65</b> / hr	W2 Contract	
Pref. State(s) : IL		Ph(W) :			W2-Permanent	
LAN > 1 yrs		Windows XP > 1 yrs			1099 Contract	
DNS > 1 yrs		Desk Top > 1 yrs			Need H1B	
Citrix > 1 yrs		Deployment > 1 yrs				
Wireless > 1 yrs		Outlook > 1 yrs				
Desk Top, Deployment, LAN, Outlook, Migration, MS Office, Remedy, Windows XP, ACCESS, VPN, ACTIVE DIRECTORY, Citrix, Wireless, DHCP, Director, DNS, FIX, MCSE, Oracle, SQL Server						
Preferred Time to Call : Flexible - AnyTime on Cell +1-630-201-1276 Corp-Corp Info : Notes :						
Domain Experience : <b>IT/Software</b>						

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John L. King  
 934 Shiloh Court  
 Joliet, IL. 60431

**OBJECTIVE:** A highly motivated IT professional with extensive experience in supporting information systems. In depth expertise in OS rollouts, deployments, migrations problem analysis, installation, configuration, troubleshooting, of desktops and Local Area Networks. An individual with excellent customer support skills and strong "hands on" technical knowledge.

**EXPERIENCE:** 8/2010 – Present Liccar and Company Chicago, IL.  
 Desktop Support Analyst

- Installation\ configuration and break fix of all workstations for CPA/Securities firm
- Diagnosis and resolution of network and TCP/IP related issues
- Installation and Configuration of antivirus and major software applications
- Monitoring and resolution of alerts and traps of systems management utilities
- Asset management duties and oversight for vendor support of systems in warranty

6/2008 -8/2010 Unity Community Development Corp. Joliet, IL.  
 Network \ Desktop Technician

- Responsible for configuration of desktops and laptops
- Resolved all network issues relating to access points and LAN
- Resolved issued relating to printers and fax machines
- Designed website to support community based projects and events

12/2007 – 5/2008 Integrys (Formerly Peoples Energy) Chicago, IL.  
 Desktop Support Technician

- Returned to Peoples Energy after purchase by Integrys to help IT department with transition
- Responsible for resolving desktop and network issues of 1000 clients of Win XP
- Installation of variety of hardware networking devices for desktops and laptops
- Utilized Magic ticketing system for work order and asset management
- Resolved issued regarding conference room audio visual including teleconferencing and video..

4/1/2007 - 12/2007 St Anthony Hospital Chicago, IL.  
 Desktop\ Network Technician

- Responsible for resolving network and desktop issues for 350 node hospital
- Configured and troubleshoot network and pc issues from desktop to network closet
- Troubleshooted and resolved network issues relating to port activation and cabling
- Performed pc upgrades, deployments and refreshes for windows XP professional
- Utilized TDR, VNC remote, and an array of other utilities in performance of duties

9/2006 – 3/2007 BP Amoco Naperville/IL

## Service Desk Analyst (ITIL Certified)

- Responsible for providing a high level of technical support within a community of 5000 domestic and international users
- provided support via remote access and telephone
- Take and log service incident calls from customers using Remedy 8.03
- Worked to resolve desktop incidents on "first call" to minimize the impact on the customer's business operations
- Refer to internal or external second level support for resolution where required
- Monitored resolution and initiated escalation procedures with SLA targets
- Close incidents informing the customer of successful closure

John L. King Resume

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3/2006 – 9/2006 Peoples Energy Chicago, IL.

XP Deployment\ Desktop Support Administrator

- Responsible for image builds and deployment for Windows XP deployment for 1200 users.
- duties involved deployment scheduling, end user support and communication with all levels of management .
- Provided After deployment support to users while troubleshooting and resolving application, desktop, network, and printer issues.
- Positions involved PC recognizance, asset management, applications testing, troubleshooting, Network configuration and Active Directory Administration.
- Skill required: proficiency with ary of major applications including MS Outlook, Office XP, Active Director,y Exchange, TCP/IP, DNS, DHCP, Citrix clients, Windows 95/98/2000/X , desktop and network troubleshooting

2/2006 - 6/2006 Office Of Emergency Management &amp; Communication Chicago/IL

Sr. Technician for 911

- Troubleshooted and resolved desktop issue for this 911 center of City of Chicago
- Resolved PC issues of dispatcher's desktop within 5 to 10 minutes in accordance with SLA.
- Rebuilt PCs , troubleshooted and resolved applications faults of NT machines, Unix and LAN.

8/2005 – 2/2006 BP Amoco Naperville, IL.

Desktop Support Technician

- Deploy, migrate and upgrade PCs to Win XP and wireless configuration.
- Train new users in use and operation of new deployed systems.
- Provided ongoing support to users while troubleshooting and resolving applications, desktop os,

network and printer issues.

- Involved in miscellaneous projects relating to new system set ups, moves, and changes.

8/2004 – 1/2005(consultant) International Truck &amp; Engine Corp Melrose Park, IL.

PC Support Analyst

- Troubleshoot and resolve desktop software, hardware and LAN Issues.
- Responsible for deployment and migration of Windows 2K and windows XP
- Installation of variety of hardware networking devices for desktops and laptops
- Responsible for documentation relating to ticketing system asset management
- Involved in call center support via sms and remotely anywhere utilities.

2/2004 – August 2004 (consultant) Abbott Laboratories North Chicago, IL

Desktop Support Analyst

- Analyze and resolve OS and hardware and software applications issues
- Resolve calls escalated in remedy call tracking system.
- Provide hands-on and remote controlled workstation support services via sms
- Create images lead/participate in Hardware & Software deployments
- Hardware and Software procurement and disposal.
- Managed print server queues and network printers.

1/2003 - 1/2004 (consultant) R M Reid and Associates Oak Park, IL.

Desktop Support Technician (consultant)

- Remote and desk side support of workstation and servers in various environments.
- Troubleshoot\ resolve issues with OS, software, printers, servers, backups, internet and LAN
- Primary software included MS Office, Backup Exec, Virus Scan, IE, Netscape, Exchange, Notes
- Environments included workgroups, and domains comprising Win 95, 98, NT, 2000 and XP

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12/2002 –1/2004 (freelance consultant work) Chicago Metropolitan Consulting Projects

Companies: Siemens Business Sys, Information Resources, Sapien Consulting, Spherion Corp.

Position entailed secondary project work deploying Windows XP, Windows 2000, and Windows Server 2003 for these companies.

4/2002 - 8/2002 (consultant) Abbott Laboratories Lake Forest, IL.

System Admin\Network Technician (consultant)

- Server and share migrations in enterprise network of win98, NT 4.0 Win 2K, and XP.
- Maintenance \ management of user accounts, disk space, share quotas, and active directory
- Primary Software: Compaq insight Manager, Veritas Net Backup, Quota Advisor, Remedy,
- Used array of NT resources and remote utilities in tracking, monitoring and resolving network/desktop issues

2/2002 - 4/2002 (consultant) Stericycle, Inc. Lake Forest, IL

Desktop Support Associate

- Installation, Configuration and support software, hardware, printers, RAS and VPN for 1400 Users in Win 98, NT and 2000 global domain environment.
- Provided remote support via phone, PcAnywhere and various remote utilities for 80% of users
- Performed installations \ upgrades of PC's, laptops and systems via network or image builds
- Primary software includes MS Office, Nortel Contivity VPN, IE 5, Netscape, Exchange, MS Outlook, SQL Server 7

7/2001 - 1/2002 (consultant) SBC Ameritech (Cingular Wireless) Schaumburg, IL.

Desktop/Network Technician (consultant)

- Domain wide deployment of win 2K, applications and patches via SMS and scripting tools.
- Installation, troubleshooting and repair of PCs, Printers and related hardware
- Resolution of desktop and network issues via phone and or remote utilities
- Installation configuration and support company wide applications, browsers and email systems.
- Primary software/tools: MS Office Suite, Outlook, SMS Installer, PcAnywhere, Oracle, Lotus

Notes, Remedy, Backup Exec, McAfee, IE 5.5, Outlook 2000, MS Exchange, Citrix,

8/1999 - 6/2001 (consultant) IBM Global Services Warrenville, IL

Desktop/Network Technician (consultant)

- Troubleshoot software and hardware failures and identifies network problems relating to PCs
- Created image builds for upgrades and deployment of Win NT and 2000 workstations
- Configuration, troubleshooting and resolution of remote access and VPN, and LAN
- Installation, repair and troubleshooting of PCs, Printers and related hardware
- Maintained documentation relating to trouble tickets, asset management and procedures.
- Primary hardware included IBM, HP, Dell, and Toshiba, desktops, laptops and peripherals
- Primary software MS Office, Exchange, Outlook, McAfee, IE 5.0, Netscape, SMS, NetMeeting

9/1998 - 8/1999 (consultant) Kraft Foods Northfield, IL.

Technical Lead (consultant)

- Provided leadership for migration team in for Microsoft Exchange for 3000 user
- Creating process and technical procedures for Win 95 migration team.
- Performed Network backup and restores, hardware\ software troubleshooting and resolution
- Created documentation for project execution, asset management and migration follow-up

Education 1998 Microhard Technologies - MCSE Certification Training

1995 Joliet Junior College US-IL-Joliet - Associate of Arts Degree, Business Computers

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