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<b>Kevin G Bates</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>15 Yrs</b>	<b>Preferred Employment</b>	<b>[Hot Resume]</b>
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	US Exp : <b>15 Yrs</b>		
Philadelphia, PA	Ph(C) : +1-215-275-6878	Salary : <b>45K /Yr</b>	W2 Contract <span style="color: green;">✓</span>	Available as of Mar-05-11
Relocation : <b>YES</b>	Ph(H) : +1-215-455-2983	Rate : Market	W2-Permanent <span style="color: green;">✓</span>	
Ph(C) : +1-215-275-6878	Ph(W) :		1099 Contract <span style="color: green;">✓</span>	<a href="#">Email [Check Availability]</a>
Ph(H) : +1-215-455-2983			Need H1B <span style="color: red;">✗</span>	<a href="#">Forward Profile/Resume</a>
Ph(W) :				<input type="checkbox"/> <a href="#">Save in Scratchpad</a>
RS/6000 > <b>3 yrs</b>	Active Direct > <b>3 yrs</b>	Ethernet > <b>10 yrs</b>	Ghost > <b>10 yrs</b>	<a href="#">Download Resume</a> Only for Premium Access
Outlook > <b>10 yrs</b>	Apple Mac > <b>6 yrs</b>	unix > <b>3 yrs</b>	Desk Top > <b>10 yrs</b>	
Desk Top, Novell, Apple Mac, Outlook, ACTIVE DIRECTORY, AS/400, COM, HTTP, MS Office, Project Manager, Wireless, ACCESS, Ethernet, Ghost, Lotus Notes, Recovery, Remedy, RS/6000, SAN, unix				
Preferred Time to Call : Flexible - AnyTime on Home +1-215-455-2983				
Corp-Corp Info :				
Notes :				
Domain Experience : <b>HealthCare, IT/Software, Manufacturing, Pharmaceuticals, Retail</b>				

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KEVIN GERARD BATES  
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(home/mobile)

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<http://www.linkedin.com/in/kgbates>

**SUMMARY:**

Ten (10) years of progressively responsible experience as a Office Automation Analyst (PC Desktop Support/Help Desk) and PC/Network Technician with organizations that support large multi-network user environments. Skills include: Excellent Customer Service – Project Management – Training and Supervisory roles.

**SKILLS:**

Computer network administration, configuration, diagnosis and installation (Win XP/2k(AD)/Me/NT 4.x/98; Novell 5.x/4.x; Unix Sun Solaris 8, Linux Red Hat)  
Hardware/software installations, upgrades, troubleshooting, diagnostics, data recovery and preventive maintenance techniques

Support level skills in Win Vista/XP/2k(AD)/NT 4.x, 98/95; Novell 4.x/5.x; Apple/Mac OS 7.55-X; IBM RS6000/AS400 Tape Library/Backups; MS Back Office, SQL Server 7.0; DOS, MS Exchange Server 2000/5.x, VPN, TCP/IP, GPS, Wireless and Assistive Technologies environments

Knowledge of various software applications including (but not limited to):  
MS Office 2k7/2k3/2k; MS Outlook XP/2k3, 98/97; MS Project 2000; Lotus Notes R4.x/5.x/6.x; Ghost 7/8.x; Norton Utils.; ccMail; JAWS, Open Book; Palm, PDAs and remote access software support. Also, NIC, PCMCIA, video and modem card installations  
Familiarity with the Internet, HTTP, HTML, FTP and various associated web browsers and protocols (NetBios, DHCP, WINS, DNS, NFS, SMTP)

**PROFESSIONAL/TECHNICAL EXPERIENCE:**

05/02 - Present Independent Information Systems Consultant  
Per project requirements, perform PC workstation assessments and deployments (Dell, Compaq, IBM-compatibles, Macintosh, etc.) and general computer operation duties; Senior level I.T. support; Asset management; Install, migrate and/or upgrade various software applications including assistive technologies, e-mail, operating systems and peripheral hardware equipment including various printer resources (HP, Kyocera, Lexmark, Canon, etc.); Insuring user network connectivity via administration, configuration, diagnosis and custom PC/server builds/installs; Performed remote support; Executive level customer service, project management and help desk duties as required.

**Technologies (including but not limited to):**

Win Vista/XP/W2k(AD)/NT 4.x, Novell 5.x, IBM RS6000/AS400 backup/recovery tools and techniques, Unix (commands), Lotus Notes R5/6.x, MS Outlook 2k3/2k, MS Office 2k3/2k/97, Groupwise, Ghost 8.x, ZENworks, Citrix Server; Varitas BackUp Exec v8.x, Mac OS X with associated production software, LanDESK, various help desk admin. software (Remedy, Vantive, Tivoli, InfraActive, HEAT, Citrix/GoToAssist, etc.)

**Clients (including but not limited to):**

Hewlett Packard (HP); CompuCom/Merck /Sunoco; GCI/Motorola; Momentum/EDS/Towers Perrin; ModisIT/Saint Mary Medical Center; Technology Brokers and ModisIT/Childrens Hospital of Philadelphia; QuinTech Resources/Thomas Jefferson Univ. and Hospital; FWG/Health Partners Inc.; Criner-Daniels Assocs./Aramark/School District of Philadelphia; Siemens Business Svcs./CIGNA; FutureNET/City of Phila.- DHS, MOIS; CDI/IBM AstraZeneca Pharma., Ford Motor Co.; University of Pennsylvania; HealthCore/Wellpoint Health Net; TAC/Arkema Group, DecisionOne; Teksystems/Cingular Wireless, Dell/Temple Univ. Health System, Shire

Pharma.; Nokia/Cingular Wireless; Kforce/Siemens/Liberty Mutual; Kaiser Permanente; Amour Film and Music Entertainment; SAP, Inc.; GlaxoSmithKline; Wachovia Securities; Germantown Community Broadcasting Inc.

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PROFESSIONAL/TECHNICAL EXPERIENCE):

12/99 – 05/02 Information Systems Manager/PC Lab Coordinator

Inter-City Services, Inc., Berkeley, CA

Responsible for the overall coordination, management and fiscal oversight of all information systems resources for administration departments as well as the computer labs; Maintain compliance with service level agreements with executive level management by managing a customer service driven staff of six or more student technicians; Provide day to day maintenance and support for desktop/notebook systems; Supply users with second level technical support and research/resolve issues concerning their access to I.T resources. (W2k/XP/NT 4.0, MS Office XP/2000, MS Outlook 2000, PC Anywhere, Mac OS X, Reflections, Help Desk admin. software (Remedy), etc.)

10/00 – 5/01 Computer Lab Administrator

Oakland Free Library, Golden Gate Branch, Oakland, CA

Performed all coordination and management of the activities of the Golden Gate Library Computer Lab including all technical, administrative and customer service operations; Supported various applications and internet software; Worked with a diverse group of clients with confidence, sensitivity and tact; Experienced teaching and training others. (W2k, Mac OS 7.55/8.0)

1/2000 – 10/00 Consultant-Desktop/Network Support Analyst

kforce.com (formerly Romac Internat'l), San Francisco, CA

Same as above, in addition, worked with LAN Admin. to establish Network users, user environment, directories and security; Isolate and diagnose common PC/software problems; Provided excellent

customer service to end users, assisting in the back up of data from their local systems to network locations; Installed, upgraded and repaired client hardware/software including notebook/desktop systems, Ethernet NICs, PCMCIA cards, network printers, etc.

(W2k,NT4.0; Novell 4.11), [Prudential Volpe Technology Group; Internet Profiles Corp. (I/PRO.com)]

1/99 – 12/99 Consultant-Desktop/Network Support and Help Desk Technician

Interim Technology, Pleasanton, CA

Performed all the above, plus processed and resolved Y2K issues as it relates to desktop/laptop systems. (WinNT 4.0, Novell 4.x) [VISA Internat'l, Bayer Diagnostic Labs, Gilead Sciences]

1/98 – 12/98 Consultant- Desktop/Network/Help Desk Support and Migration Specialist

Teksystems/Aerotek, Inc. South San Francisco, CA

Performed all the above including Win NT/98/95, Outlook 98/97 migrations and deployments.

[Providian Financial, Pacific Bell Internet Svcs./SBC, Entex Information Systems/John Muir-Mt. Diablo Health System]

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PROFESSIONAL/TECHNICAL EXPERIENCE (cont'd):

9/97 – 7/98 PC Customer Support Technician II

GE Capital Technology Management Systems

Electro Rent Corp., Hayward, CA

Installed, configured, upgraded and repaired client HW/SW including var. OS, desktop/notebook systems, ethernet NICs, PCMCIA cards, network printers, etc.; Project Lead technician to team of twelve (12); Performed major systems migrations and rollouts; Project management and customer service duties as required; Communicated technical information as well as provided excellent customer service to end users and associates at non-technical, technical, management and executive levels; Worked without close supervision in an environment with rapidly changing priorities.

7/97 – 8/97 Consultant-PC Technician/Desktop Support

CoreTech Consulting Group, King of Prussia, PA

Performed major systems migrations, deployments and follow up; Project management and customer service as necessary.

[Towers Perrin-Benefit Administration Svcs.]

4/97 – 7/97 Consultant-Desktop Support/Help Desk Analyst

Tech Aid Inc., Plymouth Meeting, PA

[Sanofi Pharmaceutical Research Inc. Malvern, PA]

11/96 – 4/97 Desktop Support/Help Desk Technician/Computer Operator

Visiting Nurse Service System (VNSS), Runnemede, NJ

I.T support, generalist position which included most functions noted

above. In addition, performed tape back-ups utilizing AS400 mid-frame computer, associated operations and software.

6/96 – 11/96 Office Automation Analyst I (intern)  
Prudential Insurance Co. Eastern Regional Home Office, Dresher, PA  
Desktop support, network assistant and help desk duties as required.

1992 – 1995 Technical Assistant-Store Set up/AutoCAD Plannogrammer

The Pep Boys Inc., Philadelphia, PA  
Installed and troubleshoot retail POS equipment; performed store set up duties as required.

**EDUCATION:**

Computer Technology Program  
Temple University, Continuing Education  
Metropolitan Career Center, Philadelphia, PA  
Diploma of Completion (A.S.T)

Communications: Radio-TV-Film  
Temple University, School of Communications, Philadelphia, PA  
68 Semester units (3yrs.) towards BA degree.

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