

Connecting Recruiters & Top Talents in 30 Seconds

- [FETCH Jobs](#)
- [Post Profile](#)
- [Candidates](#)
- [Recruiter Registration](#)
- [Recruiter Login](#)

Follow us on:

[View Profile](#)

**View Profile**

<b>Confidential</b> (US Citizen)		<b>Posted by: Individual</b>		Tot Exp : <b>10 Yrs</b>	<b>Preferred Employment</b>	<b>[Hot Resume]</b>
<b>Sys Admin/Network;</b>		<b>NT Admin</b>		US Exp : <b>10 Yrs</b>		
Alhambra, CA		Ph(C) :		Salary : <b>40K /Yr</b>	Corp-Corp	Available as of Mar-06-11
Relocation : <b>YES</b>		Ph(H) : <a href="#">✉ Email me job details</a>		Rate : <b>Market</b>	W2 Contract	
Pref. State(s) : CA		Ph(W) :			W2-Permanent	<a href="#">Email [Check Availability]</a>
Wireless > 1 yrs	Netware > 1 yrs	Network Admin > 1 yrs	ACTIVE DIRECT > 1 yrs		1099 Contract	<b>Forward Profile/Resume</b>
MS Office > 1 yrs	Remedy > 1 yrs	Telecom > 1 yrs	Migration > 1 yrs		Need H1B	
ACTIVE DIRECTORY, MS Office, Remedy, Telecom, Migration, Security, VOIP, VPN, Wireless, Apple Mac, AS/400, Business Objects, DHCP, Linux, LISA, Lotus Notes, Mainframe, MCSE, Netware, Network Admin						<input type="checkbox"/> <a href="#">Save in Scratchpad</a>
Preferred Time to Call :						<a href="#">Download Resume</a> Only for Premium Access
Corp-Corp Info : <b>Confidential</b>						
Notes :						
Domain Experience : <b>Dot Com, Telecom</b>						

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

LISA M. DAVIDSON

Home  
Cell (626)

**SUMMARY**

A knowledgeable, efficient and motivated Technical Analyst and Support Professional with over ten years experience in Information Technology service and support for VOIP communications, digital blueprint, Internet technologies, software development and cable television. Able to build, configure, install, service, maintain and operate personal computers, scanners, servers, networks, printers and media devices. Experienced in creating training manuals and providing user training to colleagues and clients. Extensive experience in managing help desk operations and services. Highly developed skills in technical hardware/software, client relations, systems development, scheduling, project management and network assessments.

**TECHNICAL COMPETENCIES**

Microsoft Office Suite, Icon Maker, Visual Help Pro, Adobe Photoshop, Adobe PageMaker, ProComm Plus, PC Anywhere, Netmeeting, RadAdmin, Lotus Notes, Anti-Virus Software, XP/Vista OS, MAC OS, MS Active Directory, Help Desk Software, Keystone/Remedy) and Proprietary Telecom Software (Radical/Value-Added Communications/Securus/AGM)

**PROFESSIONAL EXPERIENCE**

**PUBLIC COMMUNICATIONS SYSTEM, Los Angeles, CA 2006-2009** Technical Analyst & Support

Provided VOIP telecom technical support services for prison inmate telephone systems supporting servers, computers, recording systems and software for eighty client facilities throughout the United States.

Supported four proprietary telecom software systems and coordinated with software vendor representatives to provide efficient and analytical troubleshooting service for our client sites.

Planned, managed and supported Technician inmate phone system site service calls for hardware/software construction and installations.

Provided technical support for client voice and data services utilizing convergent technologies and standardized hardware.

Designed and implemented ?Customer Service Week? recognition program to enhance internal and external technical support and service awareness.

Recognized as ?Employee of the Month? for creation of employee recognition & motivation program.

**TekSystems, Los Angeles, CA 2004-2006** Help Desk Analyst (Contract)

Provided help desk support services for 3M Corporation, A+ proprietary software, QSM Administration, Active Directory, VPN, iPass, and MS Office applications.

Supported IBM AS400 computer, HP & IBM printers, fax machines, IBM & HP Laptops, wireless technology, computer security, Reflections for HP and Business Objects.

**CompNet, Los Angeles, CA 2003** Help Desk Analyst (Contract)

Provided help desk support services for DirecTV, Inc. for proprietary software using Remedy, Clarify, BV Admin, Active Directory, VPN and Proxy.

**DATATEK-USA (ALABAMA BLUEPRINT), Huntsville, AL 2002**

Network Administrator/Help Desk Analyst

Administered computer network for this blueprint clearinghouse supporting six departments with a budget up to \$5M.

Upgraded hardware, software, installed Linux based web servers and installed and maintained wireless networks.

Supported Oce machines to print architectural drawings.

Collaborated with vendors to support network printers and copy machines.

Wrote help manual used by staff for workstation troubleshooting, installation, configuration and migration.

**TekSystem, Orlando, FL 2001**

Help Desk Analyst/Computer Technician (Contract)

Provided support for password security resets and help desk activity for UNIX, MS NT 4.0, Novell Netware, Crestar Mainframe, Internet/Intranet utilizing Remedy software. Coordinated and project managed multiple contractors in the installation of 500 computer workstations and software platform migration. Migrated computer accounts to local domain via DHCP moving thousands of PC's to a standard operating system. Installed corporate compliant virus software and provided instruction on software and policies. Created instruction data sheets on MS Office and Outlook used in training and new user technology transition. Deployed PC's over client campus assisting users with driver mapping, bookmark and e-mail settings. Assisted in uninstall/reinstall efforts of 230 computers including information and network configuration during a twenty-four hour facility relocation project.

DAVIDSON MARKETING, Cocoa, FL 2000-2001

Help Desk Analyst/Computer Technician

Built custom computers, installed software and hardware, and configured networks for five client accounts. Provided client technology support and software/hardware training.

DAVID LEWIS & ASSOCIATES, Melbourne, FL 2000 Webmaster/Programmer

Supported 150 employees in the completion and installation of proprietary software conversions in ASCII, comma and space delimited, and hybrid files.

Authored help software, developed and updated web site and supported Internet/Intranet e-mail functions.

DATATEK-USA (ALABAMA BLUEPRINT), Huntsville, AL 1998-2000 Help Desk Analyst/Administrator

Searched databases to identify contracts up for bidding.

Provided employee support on hardware and software issues.

EDUCATION / CERTIFICATIONS

BS, Computer Information Systems, Herzing College, Melbourne, FL AS, Computer Information Systems, Herzing College of Business & Technology, Birmingham, AL

A+, Network + and Microsoft Certified Systems Engineer (MCSE)

Jobs by Category:

Java J2EE Jobs  
 DBA's Jobs  
 SAP Jobs  
 Siebel Jobs

Mainframe Jobs  
 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  
 Reporting Tools Jobs  
 EAI - MiddleWare Jobs