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Lonnie E Walker (US Citizen) Posted by: Individual		Tot Exp : 9 Yrs	Preferred Employment	Available as of Feb-15-11
Sys Admin/Network;	NT Admin	US Exp : 9 Yrs		
Decatur, GA	Ph(C) : +1-404-606-1522	Salary : 45K/Yr	W2 Contract ✓	Email [Check Availability]
Relocation : YES	Ph(H) :	Rate : Market	W2-Permanent ✓	
Prof. State(s) : IL, NC, TX, GA	Ph(W) :	Cisco Routers > 1 yrs	1099 Contract ✓	Forward Profile/Resume
		DR > 1 yrs	Need H1B ✗	
		Windows XP > 5 yrs		<input type="checkbox"/> Save in Scratchpad
		Ghost > 4 yrs		
		Windows 2000 > 4 yrs		 Download Resume Only for Premium Access
		Acronis > 1 yrs		
		CCNA > 1 yrs		
Desk Top, ACTIVE DIRECTORY, Windows XP, Blackberry, Cisco Routers, Ghost, VPN, Windows 2000, ACCESS, Acronis, Basic, CCNA, Cellphone, DR, Firmware, MCP, MCSE, MS Office, SAP, Symantec				
Preferred Time to Call : Flexible - Any Time on Cell +1-404-606-1522				
Corp-Corp Info : WALKERTECHNOLOGY LLC; lonnie Walker; 4046061522				
Notes :				
Domain Experience : Government				

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Lonnie E Walker
 4688 Dogwood Farms Dr. ~ Decatur, GA 30034 ~
 OBJECTIVE: A professional Network Technician, Desktop Support Analyst, or Technical Support Analyst
 SUMMARY OF QUALIFICATIONS:
 Proficient with technology rollouts, installations, migrations, desktop support, training and configurations.
 Strong analytical problem solving abilities and high enthusiasm for developing excellent relationships with people
 Self-starter and independent thinker with sound judgment and decision making capabilities with ability to utilize technology strategies to increase productivity
 Dynamic team player with excellent IT support skills, a solid understanding of network fundamentals, hardware and software functionality, and excellent technical problem resolution abilities
 PROFESSIONAL EXPERIENCE:
 Fulton County, DoIT Atlanta, GA Network Specialist, Mar 2009 – Present
 Troubleshooting and identifying problems as well as reconfiguring and drive imaging to resolve problems
 Assists in the configuration, installation and distribution of computers, network equipment
 Provides phone/desktop support to more than 5000 users with the computer, network systems and peripheral device issues
 Identify and removed computer viruses utilizing various products
 Install, configured (using imaging software) computers for various departments
 Utilizes Active directory to add/remove users, change passwords
 Provide remote desktop troubleshooting and software installs

 SAP Atlanta, GA
 Technical Support Analyst, July 2008 – Sept 2009
 Responsible for continuously tracking and monitoring the status of OPEN tickets in the effort to insure minimum resolution times
 Supported Directors, Managers, and supervisors with conference room setups, email issues, as well as blackberry inquires
 Remote Diagnostics provided by telephone and e-mail
 Dell Desktop 745 OptiPlex series, IBM, Lenovo laptops

 City of Milton (contractor) Milton, GA
 Desktop Support, April 2007- Jan 2008
 Responsible for new user setups and relocation of desktop moves including network configuration
 Communicating with vendors and users on needs of company
 Supporting Directors, Managers, and supervisors with conference room setups, email issues, as well as blackberry inquires
 Set up VPN clients on desktops and laptops
 Provided on-site support in a 24x7x365 environment
 Assisted clients with backing up important and time critical data, with hardware and software issues

 State of Georgia (contractor) Atlanta, GA
 Desktop Support, Oct 2006 – Mar 2007
 Migrated current and new users from Windows 2000 to Windows XP Professional
 Tracked all out of warranty CPU's and printers to offsite warehouse for sale
 Setups new users and relocated of desktop including network configuration

 IBM-CCI, (contractor) Atlanta, GA
 Remote Server Support, Jan 2006 – June 2006
 Performed action plans to assist in problem determination and resolution
 Deployed replacement hardware, firmware and driver updates

Provided remote support to end users and SSR technicians
Performed troubleshooting HP Printers

ICM-AXIOM (contractor) Duluth, GA

Computer Tech/Laptop Tech, Sept 2005 – Jan 2006

Diagnosed, troubleshoot, and resolved application, desktop, hardware and network technical problems via phone and remote access

Performed Laptop Hardware diagnostic and repair (Dell Desktop, laptops, and Panasonic laptops)

Provided support for the issues with, Windows XP , Active Directory and 2000 desktops

Created new user accounts via Active Directory

Verizon Wireless Alpharetta, GA

Customer Service Rep/Computer Tech, July 2003 – Aug 2005

Created ghost images, re-imaged laptops and desktops from 2000 to XP

Supported call center representatives with daily usage of Windows NT-Windows 2000 Professional, Windows XP , Active Directory and 2000 desktops

Supported end users with daily operations and cell phone maintenance

DeVry University Decatur, GA

Network Technician/Laptop Admin, May 2001 – Sept 2002

Maintenance and supported for staff, student, faculty networks

Backup administration, logged backups, set backup schedules

Assisted in network upgraded which included installation of Cisco routers, switches

Worked with 3500, 6509 Cisco routers, and switches

Technical Skills:

Software/Applications: Microsoft office Suite, Symantec Ghost, Acronis, TCP/IP, VPN, Virtualization (basic) and most windows based software.

Hardware: IBM/LENOVO, HP, DELL, PANASONIC

EDUCATION:

New Horizons Computer Learning Center: CCENT, CCNA Atlanta, GA

DeVry University - Decatur, GA

Mercer ITCS – A+, Network+, MCSE 4.0, MCP 2000 Dunwoody, GA

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