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<b>Mark Burke</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>15 Yrs</b>	<b>Preferred Employment</b>	Available as of Jan-15-11
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	US Exp : <b>15 Yrs</b>		
Noblesville, IN	Ph(C) : +1-317-514-3042	Salary : Market	W2 Contract <span style="color: red;">✗</span>	<a href="#">Email [Check Availability]</a>
Relocation : <b>NO</b>	Ph(H) :	Rate : Market	W2-Permanent <span style="color: green;">✓</span>	
Prof. State(s) : IL	Ph(W) :		1099 Contract <span style="color: red;">✗</span>	<a href="#">Forward Profile/Resume</a>
Ghost > <b>10 yrs</b>	LAN > <b>10 yrs</b>	Security > <b>10 yrs</b>	Need H1B <span style="color: red;">✗</span>	
Ethernet > <b>10 yrs</b>	System Admin > <b>10 yrs</b>	TCP/IP > <b>10 yrs</b>		<input type="checkbox"/> <a href="#">Save in Scratchpad</a>
Desk Top, ACTIVE DIRECTORY, Deployment, LAN, Project Manager, Security, C, DNS, Ethernet, Excel, Ghost, MCSE, MS Office, Operating System, Powerpoint, Remedy, System Admin, TCP/IP, VOIP, VPN				
Preferred Time to Call : Flexible - Any Time on Cell +1-317-514-3042			 <a href="#">Download Resume</a>	
Corp-Corp Info :			<a href="#">Only for Premium Access</a>	
Notes : My wife has accepted a position in the Chicago area and I will be				
Domain Experience : <b>Financial, IT/Software</b>				

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

Mark Burke  
5360 Bittner Court, Noblesville, IN 46062 (c)

Dynamic, customer-focused IT professional with 15 years progressive experience and responsibility enabling individuals to meet their objectives through technology. Self-motivated, results-oriented, critical thinker with strong troubleshooting skills and the ability to quickly assess a situation and provide solutions that minimize cost and maximize time. Experience supporting call centers and remote offices.

**Expertise**

**Project Management**

Ran mid-size projects successfully acting as coordinator for all project tasks and activities  
Collaborated with LAN technicians/network administrators, Architecture, Engineering, and Voice to ensure efficient operation of the company's desktop computing environment

**Led Printer Consolidation/Refresh efforts**

Led 2000, 2007, 2008, 2009, 2010 Hardware refresh efforts at the INDY Service Center  
Led 2008, 2009, 2010 Hardware Refresh Efforts for 300 remote locations

**Led Dual Monitor Deployment**

**Leadership**

Current Leader of the Desktop Team in Indianapolis

Manage and mentor contractor and staff level individuals through projects and deployments

Served as the Lead Desktop Technician on over 50 Branch Relocations, Expansions, Renovations

Led Technology team on INDY BLDG Consolidation efforts (2005)

Desktop Lead for INDY Move to new location (2010)

**Technology**

Implement, support, and maintain infrastructure including all hardware, software, and telephone including PDAs

Successfully distributed software using SMS and Marimba

Involved in simple and complex hardware/software deployments

Executes on technical knowledge of network and PC hardware/software, including Microsoft Windows, VPN, Ghost, Active Directory, Email (Exchange), and the Microsoft Office packages, including Word, Excel, and PowerPoint

Stays current on network protocols, network security and operating systems and standards, including TCP/IP, Ethernet, and Wireless

Maintains network security on a desktop level including DAI and NAC

**Research & Troubleshooting**

Conduct research into PC issues and products as required

Troubleshoot and resolve complex IT issues by providing advanced technical support for desktops, laptops and printers

Successfully manages expectations on Sev 1 and Sev 2 issues and communicates appropriately to all levels of leadership

**Lifecycle Management/Asset Tracking/Vendor Management**

Conduct lifecycle management and asset tracking

Liaise with vendors on support cases

Conducts asset procurement and deployment of equipment to specification

**Call Center/Financial Services**

Daily support of a very active, fast-paced, high volume, call center environment

Coordinate and execute any moves, adds and changes within the contact center and 50 remote offices

**Training & End-User Support**

Train end-users on a variety of subjects related to IT

Provide end-users with clear and consistent updates on help desk cases, document all solutions within the IT Department's work order tracking system

2007 – 2009 sole provider of desktop systems support to over 1300 users (service center and over 50 remote locations)

Awards

Excellence in Service Award for Business Resumption Testing  
Excellence in Service Award for Client Phone Service Expansion Efforts  
Business Excellence Award for Leading the 2009 INDY Desktop Refresh Project  
Multiple Employee of the Month awards  
Certificate of Appreciation for successful implementation of NAC in INDY  
3 time TIS Walk of Fame Star Award winner  
STS EverydayHero Award Winner for Branch Hardware Refresh Team

Experience

Charles Schwab – Indianapolis, IN (Nation’s largest online brokerage firm (SCHW)) 1997 - Present  
Senior Staff, Desktop Systems Field Services 2008 – Present  
Staff, Desktop Systems Field Support 2004 – 2008  
Staff, Systems Implementation 2000 – 2004  
NT System Administrator 1998 – 2000  
Help Desk/Service Coordinator 1997 – 1998

Early career with US Army (1991 – 1996) as Topographic land surveyor with experience in setting up PC systems to support projects.

Education & Knowledge Base

University of Central Texas, 1995  
Concordia University, 1997 – 1998 (Management & Communications classes)  
Currently studying for MCSA/MCSE certifications

Knowledgeable in:

Windows 7  
Software Distribution  
Branch Relocations  
Service Center Relocations  
Imaging  
Tier1 Support  
  
Tier2 Support  
Tier3 Support  
Server Builds  
Remote Support  
Desktop Engineering  
802.1x/ TCP/IP/DNS  
DAI  
VOIP  
Corp Moves  
Project Management  
Large Corporate Setting with Multiple locations  
Call Center Technology  
Life Cycle Management  
Asset Tracking  
LAN  
WAN  
Video Conferencing  
Remedy  
Marimba  
Active Directory  
Desktop  
Dual Monitors  
Windows XP Desktop OS  
Various Application software  
HP Desktop, Laptop, Printers  
Lenovo laptops  
AV Equipment

Seeking Chicago-based position to support spouse work relocation

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Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs