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<b>Norman C Downey</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>14 Yrs</b>	<b>Preferred Employment</b>	<span style="color: red;">[Hot Resume]</span>
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	US Exp : <b>14 Yrs</b>		
Chicago, IL	Ph(C) : +1-773-382-6762	Salary : <b>60K /Yr</b>	Corp-Corp <span style="color: red;">✗</span>	Available as of Mar-08-11
Relocation : <b>YES</b>	Ph(H) :	Rate : Market	W2 Contract <span style="color: green;">✓</span>	
Pref. State(s) : IL	Ph(W) :		W2-Permanent <span style="color: green;">✓</span>	<a href="#">Email [Check Availability]</a>
Cisco > 2 yrs	Windows 2000 > 10 yrs	Windows XP > 10 yrs	LAN > 10 yrs	1099 Contract <span style="color: red;">✗</span>
Security > 10 yrs	Wireless > 4 yrs	Windows 2003 > 7 yrs	Citrix > 5 yrs	Need H1B <span style="color: red;">✗</span>
Desk Top, Lotus Notes, Windows 2000, Windows XP, LAN, Cisco, Outlook, ACCESS, Apple Mac, Migration, MS Office, Remedy, Security, Wireless, ACTIVE DIRECTORY, Deployment, Project Manager, Windows 2003, C, Citrix				<input type="checkbox"/> <a href="#">Save in Scratchpad</a>
Preferred Time to Call : Flexible - Any Time on Cell +1-773-382-6762				<a href="#">Download Resume</a> Only for Premium Access
Corp-Corp Info :				
Notes :				
Domain Experience : <b>Financial, HealthCare, Insurance, IT/Software, Manufacturing</b>				

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NORMAN C. DOWNEY, II  
7248 S. Paxton  
Chicago, Illinois 60649

**PROFESSIONAL EXPERIENCE**  
McKesson Chicago IL, 03/2009- 01/2010  
A medical insurance billing company.

LAN Administrator/ Desktop Support  
Migrated 300+ computers from Dell Optiplex 330 desktops to Dell Optiplex 720.  
Migrated 100+ computers from Dell Latitude D630 laptops to Dell Latitude E6400 laptops.  
Provided Help desk and Desktop support for end users.  
Migrated user from Outlook 2003 to Outlook 2010.  
Trained users on new functions and Ribbon use in Outlook 2010.  
Used Remote Desktop to manage user computers.

Assigned user rights in the new McKesson domain.  
Assigned user rights in Citrix for the new Integrys Group domain.  
Provided Helpdesk and Desktop support for end user after computer migration.

Integrys Group Chicago IL, 07/2008- 10/2008  
A non-regulated natural gas supplier that also provides energy management services.

Migration Specialist/ Helpdesk/ Desktop Support  
Migrated 1500+ computer from Peoples Energy Domain to the existing Integrys group domain.  
Created Trust between Peoples Energy servers and Integrys Group servers.  
Assigned user rights in the new Integrys Group domain.  
Assigned user rights in Citrix for the new Integrys Group domain.  
Created alias email id for on the Integrys Group domain.  
Provided Server administration to give user rights in integrys Group exchange 5.5 email servers.  
Provided security administration by remapping home folders for user in the Integrys Group domain.  
Provided Helpdesk and Desktop support for end user after computer migration.

Children's Memorial Hospital Chicago IL, 4/2007- 12/2007  
Health Care Provider for Children

Helpdesk/ Desktop support/ Migration Specialist  
Supported 700+ users and 600+ computers and thin clients.  
Configured faculty/laptops with Children's Memorial WAN/ LAN TPC/IP configurations.  
Supported Altiris application deployment.  
Managed user logon accounts, lockouts.  
Added user and removed user from a Windows 2003 server environment.

Migrated 400+ HP thin clients from Windows XP to a Standard Operating Environment, allowing all employees to log into network and process work loads.  
 Migrated 600+ computers from Windows 2000 to Windows XP Professional service pack 2.  
 Migrated Hewlett Packard 450 pc to Hewlett Packard 5700 computers.  
 Utilized Altiris cloning software to backup and transfer user settings and documents from their old computer to their new computer.  
 Coordinated and scheduled the switching of computers so as not to interrupt user's workday.  
 ARC World Wide Chicago IL, 9/2007- 10/2007  
 Advertising, Marketing, Marketing Research

#### Desktop Support

Configured Altiris backup server to store 3.5tb (terabyte) of data in RAID Level 1.  
 Utilized EMC Xtender for Lotus Notes email archiving deployment.  
 Upgrade Lotus Notes from R5 to R6.1 version  
 Backed up 600+ Dell computers to Altiris backup server.  
 Backed up 300+ Apple Mac Book Pro and Apple Mac Pro to Altiris backup server.

Northwestern University School of Law Chicago IL, 8/2007- 9/2007  
 Education

#### Helpdesk/ Desktop support

Supported 600+students and 150+ faculty and staff members.  
 Configured student laptops with Northwestern University WAN/ LAN TPC/IP configurations.  
 Configured Mac, Mac Book Pro for wireless connection.  
 Configured and installed desktops and laptops computers for wireless networking with WPA2-Enterprise security settings.  
 Provided Helpdesk and Desktop services for faculty and students on Microsoft Office 2007 collaborative projects.  
 Installed Microsoft Office 2007 compatibility patch on Microsoft Office 2003 computers.  
 Used Altiris express deployment server 6 to deploy Microsoft XP updates on general student use computers.

Dakota Integrated Systems Chicago IL, 6/2007- 7/2007  
 Automotive Manufacturer

#### LAN Administrator

Managed 2 Microsoft SQL 2000 servers.  
 Maintained Active Directory structure on 1 Microsoft 2003 server.  
 Managed Lotus Notes 6.0 email server.  
 Added and deleted user to Lotus Notes and Windows 2003 servers.  
 Configured and maintained symbol scanners.

ISO, Chicago IL 4/2007

A supplier of statistical, actuarial, underwriting, and claims data for insurance companies.

#### Project Manager\ Team Leader

Migrated 600+ computers from Windows 2000 to Windows XP Professional.  
 Migrated 81 computers from IBM Aptiva computer running Windows 2000 to IBM Think Centre computers running windows XP service pak 2.  
 Migrated 81 monitors from IBM 15 inch model to IBM 17 inch model.  
 Configured Windows XP for optimal network utilization.  
 Utilized ghost to transfer user's settings and files.  
 Installed network printers.  
 Installed and configured DVD burners for select users.  
 Trained users on new functionality of Windows XP service pak 2.

Aon Insurance, Chicago IL 12/ 2005- 2/ 2007

A human capital consulting and insurance underwriting company.

#### Project Manager\ Team Leader

Managed a Team of 7 workers to Installed and configured Windows XP, Office 2003 and imaged 600+ computers.  
 Coordinated delivery of 600+ computers and developed technical training for and to 600+ users throughout the United States of America.  
 Developed Troubleshooting guidelines for technician troubleshooting.  
 Managed a helpdesk of 3 workers to resolve employee problems of new computers received.

Trustmark Insurance, Chicago, IL 3/ 2005- 8/ 2005

A 90+ year Health and Life insurer and benefits administrator

#### Help Desk Analyst

Answered company calls for troubleshooting network problems.  
 Utilized Remedy for customer call tracking.  
 Installed and configured Windows 2000, XP, NT and Office 97/2000.  
 Troubleshot application errors.  
 Reimaged user desktop and laptop computers utilizing Norton Ghost software.  
 Assigned user security rights to files and directories.  
 Used Tivoli for remote desktop administration.  
 Managed user network drive space for sever disk drive optimization.  
 Reset user Novel, Windows, and mainframe account passwords.

SPRINT PCS, Bolingbrook, IL 5/ 2002 – 8/ 2004

A global communications company serving 26 million customers and \$36 billions dollars revenue.

#### Third Generation Cellular Technician

Answer nationwide customer calls for troubleshooting all of Sprint's Vision, Wireless Web, and ReadyLink customer problems.  
 Configured customer Hot Sync and Intelli Sync settings with Palm, Black Berry and other PDA devices and laptop/desktop computers.  
 Troubleshot customer's inability to use Sprint's Push To Talk service and wireless Internet services.  
 Configured corporate emails to work with customer Microsoft Outlook emails via proxy servers and firewalls and cellular devices.  
 Assigned IP gateways to handset device enabling customer access to Internet.  
 Assigned to a team of engineers to document and resolved all newly discovered device errors.  
 Used Microsoft Project to visualize customer trends, problems and aid in continuous process improvement.  
 Trained less experienced technicians.

DONALD BRUCE & COMPANY, Chicago, IL 4/ 1999 – 8/2001  
 Jewelry manufacturing company that sells to the top nationwide retailers.

LAN Administrator  
 Maintained more than 120 users, 90+ computers, six Windows 2000 servers, one Windows 2000 terminal server, and one Lotus Notes server.

Exclusively accountable for Symbol and PalmPilot 3 administration, including maintenance and synchronization of uploading and downloading of files.  
 Configured and maintained company VPN.  
 Designed and installed DSL transmission data line.  
 Migrated two NT 4.0 servers to Windows 2000 servers.  
 Managed the project of migrating one NT 4.0 terminal server to Windows 2000 terminal servers.  
 Project management of implementing Windows Active Directory services.  
 Managed one Cisco 2600 router.  
 Managed the project of designing and migrating users from CCMail 6.02 to Lotus Notes 5.06.  
 Implemented replication settings for Lotus Notes users and implemented Internet security.  
 Used Microsoft Access to keep IT department records of user information and software licensing agreements.

NEAL GERBER & EISENBERG, Chicago, IL 1/1999 – 4/1999  
 Law firm with over \$15 million in revenue, 150 lawyers, and 200 secretaries.

Assistant LAN Administrator  
 Assisted in managing and configuring Cisco Catalyst 2900 series XL switches utilizing Cisco TFTP.  
 Assisted in managing eight Novell 5.00 servers.  
 Maintained email access and managed a POP3 Windows NT 4.0 server.  
 Installed and managed Hewlett Packard JetDirect print server card.  
 Responsible for weekly system backup employing ARCserve along with a Hewlett Packard SureStore DAT24X6 tape drive.  
 Utilized Remedy ticketing system to record customer incidences.

AMERITECH, Chicago, IL 4/ 1998 – 1/ 1999  
 Telecommunications company serving all Midwestern states.

Computer Analyst  
 Utilized Remedy for customer call tracking.  
 Answered inbound phone calls to assist Midwestern sales agents with Lotus Notes. Liaison between user and programmers to repair Lotus Notes errors, GUI errors, communication errors, and network communication and data replication errors.  
 Responsible for troubleshooting network login errors.  
 Researched and developed solutions for use by customers for utilization in proprietary software.  
 Accountable for data entry of user information to update and create user accounts for mainframe access.  
 Determined the most efficient and productive way of terminating possible crisis situations before implementing emergency procedures.  
 Dispatched calls to appropriate solution providers to resolve user issues.

Education  
 B. S. Computer Science Morehouse College

CERTIFICATIONS  
 A+ Certified  
 MCP Certified

TECHNICAL SKILLS  
 Cisco PIX Firewall, Palm Pilot 3, Digital Equipment PCs and Laptops, IBM PCs and Laptops, Apple G3 450Mhz, VMX200 Integrated Phone Processing System, Active Directory, DHCP, TCP/IP, DNS, RAS, SMTP, SMS, POP3, WINS, SQL Server 2000, Windows Server 2003, Windows XP/2000/NT 4.0, Virtual Private Network, Microsoft Office XP, Microsoft Outlook, Microsoft Exchange 5.5, Lotus Notes 5.06, WEBSense for Cisco PIX v. 3.03, Microsoft DOS, UNIX, Novell 4.12, Basic, Fortran, Pascal, Assembly, JAVA, C, C++, Visual Basic Quark Xpress 5 and 6, Adobe, Arcserve, Trend, Veritas, Remedy.

<b>Jobs by Category:</b>	Java J2EE Jobs	Mainframe Jobs	Database Developer Jobs	Dot NET, VB, ASP, C# Jobs	Web / Internet Jobs
	DBA's Jobs	Oracle Apps Jobs	Embedded System Jobs	Data Warehousing / ETL Jobs	C++, VC++ Jobs
	SAP Jobs	People Soft Jobs	Business Analyst Jobs	System Admin/Network Jobs	Reporting Tools Jobs
	Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs