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Rickey Pace (US Citizen) Posted by: Individual		Tot Exp : 15 Yrs	Preferred Employment	Available as of Jan-19-11
Sys Admin/Network;	NT Admin	US Exp : 15 Yrs		
Columbus, OH	Ph(C) :	Salary : Market	Corp-Corp ✓	Email [Check Availability]
Relocation : YES	Ph(H) : +1-614-367-6713	Rate : Market	W2 Contract ✓	
Pref. State(s) : OH	Ph(W) : +1-614-917-0230		W2-Permanent ✓	
Cisco > 1 yrs	Cisco Routers > 1 yrs	DNS > 1 yrs	Novell > 1 yrs	Forward Profile/Resume
Windows 2000 > 1 yrs	Desk Top > 1 yrs	ACTIVE DIRECT > 1 yrs	Outlook > 1 yrs	
Desk Top, ACTIVE DIRECTORY, Outlook, VPN, MS Office, DNS, FIX, Novell, Operating System, Windows 2000, ACCESS, DHCP, Performance Tuning, Recovery, Symantec, Basic, Cisco, Cisco Routers, Data Center, Deployment			Need H1B ✗	<input type="checkbox"/> Save in Scratchpad
Preferred Time to Call : Flexible - AnyTime on Home +1-614-367-6713			 Download Resume Only for Premium Access	
Corp-Corp Info :				
Notes :				
Domain Experience :				

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

Rickey Pace
75 Tarragon way, Columbus, Ohio. 43068 Home Cell

Professional Summary

Help Desk Support Engineer/Network Engineer and PC Desktop Engineer with over 10+ year's experience. Provided resolution for trouble tickets and performed installs, moves, changes in a client environment. Responsible for troubleshooting and resolving hardware, software and other network/system problems. Desktop and server support for Microsoft Office suite (2003/2007), Microsoft Window system (2003/2000/ XP), both hardware and software. In-depth knowledge working with server installation, configuration, upgrades, performance tuning PC's, backups and recovery and the ability to provide high quality documentation. Reset passwords and troubleshoot issues related network connectivity (VPN) DNS, DHCP. Provided technical support for over 500 clients within and outside the local site. Provided hardware and software break/fix support Desktops. Repaired laptops, printers and other IT equipment. Responsible for 24/7 on-call troubleshooting network support of Outlook 2000 and 2003. Setup hp laser jet printers 1012, 3550 and provided support for Win 2000, XP, 95, 98, Symantec Ghosting, McAfee Antivirus and MS Office Suite.

Technical Experience

Applications: Windows Microsoft Office Suite: Outlook, Visio, Word, Excel, PowerPoint, and Project

Network: VPN dial-up access Wireless Technologies, VoIP phone systems (Avaya), TCP/IP, WINS, DNS, Active Directory, VPN, Internet, TCP/IP, LAN, WAN, Novell

Hardware: Cisco Routers, Printers

Database: SQL Server

Other: Peregrine, Remedy and Open view Ticket tracking

Work Experience

Help Desk Support Exel Inc 11/19/10 to 12/23/10

Maintain, troubleshoot PC, s software, hardware and repair desktop pc computers, laptop, notebook computers, printers, peripheral, hardware and software. Configure and install operating systems, desktop applications, and network software. Provide user support and problem resolution for desktop computers, network access, email, web, and server based applications.

Operate, maintain, and troubleshoot network server hardware, operating systems, and application. Operate, maintain, and troubleshoot network server hardware, operating systems, desktop applications, and network software.

Technical Support Ascendis Staffing Inc 10/10 to 11/10

Setup and troubleshoot IT issues, software and hardware technology needs and offer resolution Using window active directory 2000, 2003 administration tools to install, reset password and troubleshoot issues related to network connectivity (VPN) DNS, DHCP, lead setup printers ,Pc's update and deployment of Pc's issues daily . Providing technical support for in house clients within and without the local site. Provided hardware and software break/fix solution for Pc's, Desk tops and printer.

Repaired laptops, Printers and other IT equipment, Microsoft Outlook, swap out a user's PC. Copy user's desktop icons and Internet

Technical Support Huntington Bank 8/2010 to 9/2010

Responsible for troubleshooting and resolving hardware, software and other network/system problems.

Setup, configuration, maintenance issues.

Replaced defective components when necessary.

Provided real time escalation response for technical support issues (HP open view, Peregrine).

Provided incident management.

Created and maintained metrics on network performance.

Responsible for connectivity to external clients and outside parties through VPN connection.

Consulting Firm Desktop Support at Fidelity / Sedgwick, Inc 6/2009 to 11 2009

Desktop and server support for Microsoft Office suite (2003/2007), Microsoft Window system (2003/2000/ XP), both hardware and software.

In-depth knowledge working with server installation, configuration, upgrades, performance tuning PC's, backups and recovery and the ability to provide high quality documentation.

Built system and integrated software, hardware, reliability.

Performed troubleshooting activities to minimize impact to operations.

Identified and resolved network and hardware related issues - routers connectivity troubleshooting.

Refresh and image pc with Symantec Ghost Imaging, Microsoft

Performed and documented system builds and complied with release management, through change management, configuration management, and quality standards, documenting processes and procedures as assigned by management, enforcing services and standards.

CitiGroup, Inc Help Desk Support Analyst 7/ 2008 to 6/ 2009

Supported internal and external customers and trained users on PC software and hardware.

Assembled new PC hardware, installed software required by user.

Downloaded updates for VMware and simplify management by consolidating resources into the client environment.

Connected PC's to the corporate network..

Supported Lotus Notes, Window 2000, 2003- Server Hardware (HP Server Support, Dell, Sun) active directory 2000, 2003.

Consulting Firm Support Engineer 6/ 2008 to 7/2008

Functioned as one of the key technical resource and work closely with customers and Business Units to deploy application servers in a secured environment.

Conducted technical review for application system, implementation, capacity planning, and disaster recovery.

Provided technical support to applications, operations, and networking in the areas of system software and hardware, applications performance tuning, and problem analysis.

Managed the Help Desk of 35 techs in assembling new PC hardware and installs software.

Connected PC's to the corporate network.

Supported Microsoft Outlook and Lotus Notes migration, Microsoft Outlook 2003 / 2007.

Consulting Firm Technical Application Support Engineer 9/ 2007 to 4/ 2008

Responsible for end-to-end resolution from the end user.

Supported all business units with their technology needs and offer resolution.

Used Window Active Directory 2000, 2003 to setup users account.

Reset passwords and troubleshoot issues related network connectivity (VPN) DNS, DHCP.

Provided technical support for over 500 clients within and outside the local site.

Provided hardware and software break/fix support Desktops.

Repaired laptops, printers and other IT equipment.

Ford Motor Co Technical Support Engineer 7/ 2006 to 8/ 2007

Handled on average 35-40 calls per day with 95% success rate and excellent technical support and customer service.

Responsible for desktop support of about 5000 or more employees on site (via the phone and Internet) -50% phone support, routine service calls and performs basic installations.

Provided hardware break-fix, troubleshooting, hardware component replacement to business units.

Performed installs, moves, changes in a client environment. Used Active Directory to setup and install user setup, computer setting.

Installed and optimizes HW/SW/Networking product and configurations, VOIP installation hardware and software, end users,

Supported VPN dial-up access

Responsible for 24/7 on-call troubleshooting network support of Outlook 2000 and 2003.

Responsible for troubleshooting and support of software such as: Microsoft Office Suite, Microsoft Outlook mail.

Used Active Directory extensively for resetting passwords.

Created and documented trouble tickets for each call using Peregrine tracking system.

Documented all related activities associated with tier 2, and tier 3 escalations, service incidents, projects, or installation utilizing current tracking systems and databases and offered resolution.

Troubleshoot via the phone: hardware, software, and network operating problems and involves technical resources to ensure resolution.

Supported desktop applications, windows 2000/2003/Advance, HP, Novell, Linux and Exchange.

Enterprise Site Engineering Technical Consultant 7/2005 to 4/ 2006

Developed and implemented technical solutions based on defined business requirements.

Identified, investigated and researched user questions and problems as well as isolating and resolving information system problems.

Used Active Directory to assign and reset password and user.

Trained support teams and provide tier 3 support for hardware when required.

Made recommendations for system or process improvements, including procedures, training, and enhanced documentation.

Identified technical environment issues and recommend solutions to mitigate problems.

Identified OS and software issues prior to contacting the manufacturer or developer for repair replacement.

Performed analytical, technical and administrative work in the planning, design and installation of new and existing computer systems and software and to resolve key users issues.

Performed Tier 3 support for server at the Enterprise Data Center by closely monitoring the request for trouble and offered resolutions.

Lens Crafters Technical Support Consultant 3/2005 to 7/2005

Installed, configured and implemented, maintained and repaired company and multi-vendor systems which include hardware, software and networking products as well as operating systems.

Handled problem tickets using Peregrine system software, remote or on site, connecting internally or externally by internet, Phone support, Installs, operates, maintains, repairs, and modifies equipment.

Provided training to clients and staff.

Analyzed equipment failures to determine cause and recommendations for corrective action.

Provided preventative maintenance in accordance with published procedures.

Participated in installing, planning, and delivery of solutions to internal client.

Rollouts Inc. PC Support Consultant 4/ 2004 to 3/ 2005

Performed installations configuration (software, hardware), provided telephone support, on site and off site, involved POS server and terminals, software AMWS from the server to all POS terminals.

Setup hp laser jet printers 1012, 3550 and provided support for Win 2000, XP, 95, 98, Symantec Ghosting, McAfee Antivirus and MS Office Suite.

Installed pc, server, workstation, software and provided pc support, telephone support on site and off site. Installation automated upgrades and changes using Active Directory.

Assisted with training of the user, of equipment and software as need require. Provided assistance to users with questions related to computers difficulties.

Consulting Firm Field Tech Engineer/ Project lead 11/ 2002 to 2/2004

Provided rapid recovery to customers, business units, associates.

Performed various functions day to day operation monitoring, tracking management tools- Management Software- Peregrine Remedy and resolving issues.

Installed servers, setup pc's on job site, basic understanding of Cisco switches, hubs, Cisco router.

Deployed PC's and implementation, installation, managed a team that supported help desk tier 1, 2, environments.

Columbus Gas Computer Network Support/help desk 6/ 2001 to 5/2002

Utilized AS/400 Systems, Window environment, Novell and UNIX data center.

Processed large batch files that involved order processing, picking and shipping.

Viewed performance over all servers, networks, communications devices, etc. initiated corrective action as needed, accountable for maintaining overall data printer's center.

Performed on-site network configuration and installations of equipment.

Installed, tested, repaired and maintained terminals, modems, printers, and peripheral, Microsoft.

Mount Carmel College Information Technology Coordinator 12/ 2000 to 5/ 2001

Set up routers (Cisco), LAN/WAN, hubs, concentrators, and cabling with installing network cards. Installed Microsoft Suite, Publisher, Excel and Visio with Microsoft 2000.

Performed deployment of PCs' involved with email packages and setup.

Monitored traffic and provided training to employee won taking appropriate problem solving issues.

EDUCATION

Wayne State University

B.A in Computer Information Systems

Columbus State College

Associate Degree PC Technician

Additional Training:

Windows NT/2000,2003, XP,VISTA

Novell

TCT Technical Training

Jobs by Category:

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