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Robert Johnson (US Citizen) Posted by: Individual		Tot Exp : 12 Yrs	Preferred Employment	Available as of Feb-03-11
Sys Admin/Network;	NT Admin	US Exp : 12 Yrs		
Dallas, TX	Ph(C) : +1-214-469-8726	Salary : Market	Corp-Corp ✓	Email [Check Availability]
Relocation : YES	Ph(H) :	Rate : Market	W2 Contract ✓	
Prof. State(s) : TX	Ph(W) :		W2-Permanent ✓	
Cisco > 5 yrs	Ghost > 10 yrs	Novell > 4 yrs	Citrix > 4 yrs	1099 Contract ✓
LAN > 10 yrs	Windows 2000 > 10 yrs	Desk Top > 10 yrs	Outlook > 10 yrs	Need H1B ✗
Desk Top, Outlook, Ghost, Novell, VPN, ACTIVE DIRECTORY, Apple Mac, Citrix, Remedy, Sharepoint, Avaya, Blackberry, Chief Executive Officer, Cisco, Deployment, LAN, Lotus Notes, MS Office, Operating System, Windows 2000				
Preferred Time to Call : Flexible - AnyTime on Cell +1-214-469-8726				Download Resume Only for Premium Access
Corp-Corp Info :				
Notes :				
Domain Experience : Dot Com, Financial, Government, HealthCare, IT/Software, Retail				

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

Robert Johnson
6900 Skillman St.
Dallas, TX. 75231
Cell Email:

SUMMARY:

Over 10 years of Professional IT experience in a, Networking, Desktop Lead Support, Helpdesk, Call Center and Customer Service Support levels 1st, 2nd, and 3rd to CEO's and VIP's. Extensive problem solving skills for critical issues relating to a variety of latest hardware platforms and, software versions. Excellent communication and interpersonal skills.

SOFTWARE/HARDWARE:

LAN/WAN: Novell, NT, Windows Server 2000, 2003, 2008, AS400 and Exchange servers, (IPX/SPX, TCP/IP) protocols. DOS, Win 95/98/NT4/2000/XP and Windows7 based PCs, Microsoft Office and Lotus Notes products, Terminal emulation software 3270 displays, VPN, Dial-ups, Ghost Images, conversions, Virtual PC, Citrix support, ZENworks SMS, SCCM SQL backups and restores, IBM compatibles Laptops, PCs, Servers, Mac OS2 (OS 8&9). Routers, Switches and Networks related peripherals. Asset managed company equipments.

EXPERIENCES:

Kleinfelder October 2010 – Nov 2010
Desktop Support
Supported Novell Network, ZENworks Software\Patch Management, Novell Client Windows XP, Windows 7
Supported Office 2010, SharePoint Workspace, Configured Outlook in a Microsoft Exchange Cloud environment
Reimaged HP Laptop and or Desktop, Supported Network Printers, and Avaya IP Phones
Asset Management

Match.com June 2010 – July 2010

IT Support
Windows 7, Imaged new Desktops and Laptops
Added users to Domain and renamed computer systems to company policy
Supported Users from users generated Service Desk ticketing system
Deployed and setup upgraded PCs and Avaya IP Phones
Configured Outlook

eRewards, Inc. September 2008 – April 2010

Desktop Support II
Supported Local and Remote Users in a Server 2007 Network and Windows XP, 7 Desktop environment
Created Users AD, VPN, Microsoft Exchange and BES accounts; Disabled, and Reset Passwords
Installed company software, supported the configuration of Cisco IP Phones, Laptops and Desktops
Activated, configured Outlook and Blackberries using Desktop management tool
End users support and configuration of Fax server client.
End user configuration and support of Symantec Antivirus software
Asset Managed over 1000 machines.

First Horizon Dallas TX. June 2008 - July 2008
 Citrix Migration Helpdesk Support
 Migrated users from an open Hybrid XP operating system to a Lockdown Citrix environment.
 Transferred data to new environment and configured Outlook

Kosmos Energy Dallas TX. March 2008 – June 2008
 Desktop Support Tech
 Provided on site support for CEO's, VIP's, regular User and Temps.
 Ghosted HP Laptops and Desktops, Installed and Configured Software
 Configured Outlook and Blackberries
 Installed Network printers

AAFES / Dallas, TX. Nov. 2007 – Feb. 2008
 Onsite Desktop Support
 Provided Onsite Desktop and MAC Support
 Created and deployed Ghost Images
 Configured Users Desktops and or Laptops for local Domain, Configured Outlook
 Backed up user Data and Restored Data to new machine, Added Network printers, and Panasonic scanners

AJC / Atlanta, GA. March 2007 –October 2007
 Desktop/Laptop Deployment Team
 Configured Ghost Images and deployed department configured Dell laptops and desktops
 Supported users by phone, remote and desk side
 2003 Server support, add new users and computers to Active Directory, Share Point, Configure VOIP Cisco Systems phones
 Install and configure Lotus Notes email, Timbuktu remote software, Sophos virus protection
 Configured Blackberry's and Wireless cards

Independent Contractor, Grady Hospital / Metro Atlanta, Ga. October 2006 – March 2007
 Small Contracts ranging from one day to 1 month.
 In stalled switch, added IP and ran cat6 cable to cash register.
 Virus removals and updated Microsoft updates.
 Unlock customers admin passwords
 Ghost about 80 laptops with Image that was provided

UPS Supply Chain Solutions / Atlanta, GA. May2004 – August 2006
 Lead Desktop Support
 Provide 1st 2nd and 3rd level s, Server 2000 and 2003, Desktop and phone support, hardware, software installation and configurations
 Creating and maintaining Ghost Images for different platforms. Active Directory, Microsoft Share Point, SMS and SQL Server 2000 support
 Update Microsoft patches, Virus protection definitions and cleaning registry.
 Trouble shoots network connectives issues and configures PCs and Laptop for network i.e. Domain and network Identification.
 Installed OS and Configured Palms, Treo's and Blackberry's handhelds.
 Setup and configure Exchange emails, Track service tickets using PeopleSoft

Pathfire / Atlanta GA. Apr 2003 – Feb 2004
 NOC Support \ Helpdesk Support
 Provided 2nd. level phone support for a digital media gateway (NOC) for televisions stations
 Trouble shot and configure routers and server configurations, supported Desktops/Laptops
 Trouble shot network connective, missing content and dubbing issues
 Track and support out service issues via Bridge tracking system

Altera / GA. Jan. 2003 – Mar. 2003
 Helpdesk / Desktop Dell Replacement
 Provided Helpdesk and Desktop support 1st. & 2nd.levels using Remedytracking system
 Replaced and configured new Desktops
 Setup VPN and Dial-ups configurations
 Installed company software
 Supported MS Exchange Email

Nortel Networks / Carrier, TX. Aug. 2002 – Nov. 2002
 Helpdesk / Desktop, Dell Refresh
 Provided Helpdesk and Desktop support level 1 & 2
 Installed Software.... Windows2000, Office 2k, Hummingbird, Multi-View, Cookware.
 Setup Desktops and or Laptops and Insured network connectivity.
 Configured Window2000 for existing NT4 network, VPN and Dial-up configurations.
 Phone Support using Remedy action request system.
 Supported and configured MS Exchange email.

Lucent Technology, GA. Feb. 2002 - July 2002
 Helpdesk Specialist
 Managed all incoming service calls in help desk program.
 Provided Tier 1/Tier 2 level troubleshooting of all incoming service calls.
 Involved in migrations from NT4 to Win2k, troubleshooting hardware, PC desktop, servers, laptops, printers, and peripherals.
 Install, configured and troubleshot software applications on MS Windows 98, NT and 2000 based PC's.
 Configured users profile and reset passwords.
 Supported and configured MS Exchange email.
 Managed numerous administrative tasks, physical inventory, online monitoring, and the creation of reports, and tape tracking.

Verso Technologies, Inc., GA Apr 2001 - Dec 2001
 Customer Care Technician
 Call Center level 1 and 2 support for internal support and a client base of about 20 accounts.
 Supported software: Win95, Win98, Win2000, MS Office 2000 and Outlook 2k, configure remote dial ups and reset passwords.
 Monitor and create service tickets using Octane 2000 and Remedy for phone and emailed requests.

Ford Credit, CNN, IXL

Desktop/ Analyst Technician Aug 2000 - Apr 2001

Small contract ranging from three days to a month.

Uploaded new Images onto Sever and Ghosted new Dell laptops with a dual boot images.

Migrated and deployed desktops and reconfigured them for new network.

Inventory and Ghosting of 98, 2000 and OS9.1 images on MAC desktops, IBM 600 series laptops and Compaq PCs.

Real Estate Agent Mortgage Homes2000, IN Jan 2000 – Jul 2000

Technician

Built small office network, Installed and configured Real Estate software and upgrades.

IT ACSYS / Paragon Trade Brands, GA June 1999 – Nov. 1999

Y2K Desktop Support Technician

Created and deployed hardware and software Ghost images for Y2K standards.

Located, Installed and configured systems hardware drivers for a variety of platforms.

Launched an automated date changing scripts to insure QA for Y2K compliance.

EDP/ MCI, GA Feb. 1999 – April 1999

Desktop Support Analyst

Performed deployment and set up of IBM ThinkPad 600 laptops from a Ghost Image.

Converted GroupWise to Microsoft Outlook, peer to peer, data transfer, and Dial up configurations.

Setup Printer and drive mappings running on Win95 operating system on NT servers.

Key Resources/ SunTrust Bank, GA April 1998 – Oct. 1998

Desktop Support Analyst

Deployed and setup of new hardware and software for Y2K compliance.

Hardware: Compaq Desk Pros PCs, Teller As, Teller Bs, Checkmate scanners, and Teller check printers.

Software configuration of Win95, Office 97, Banstar, and 3270 displays in a Novell 4x server and network printers environment.

State of GA, GA Feb. 1996 – March 1998

LAN Administrator/Desktop Support Analyst

Provided Desktop and Helpdesk support for over 450 users in a Novell 4x, and NT network environments.

Figured user profiles.

Performed installations of hardware and software.

Managed and distributed CATV cabling request using category 568b standards.

Maintained and installed hubs, routers and switches.

EDUCATION:

Richland College, TX. April 1994 – Feb. 1996

CIS Computer Information Systems

Key Boarding

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