



eg: Unix, Java, SAP BW, Oracle DBA

City, State or Zipcode



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Confidential (US Citizen)		Posted by: Individual		Tot Exp : 7 Yrs	Preferred Employment		Available as of Email [Check / Forward Profil <input type="checkbox"/> Save in Sc
Siebel;		Siebel Configuration		US Exp : 7 Yrs	Corp-Corp	✗	
Riverdale, IL	Ph(C) :	Ph(H) : ✉ Email me job details		Salary : 75K /Yr	W2 Contract	✓	
Relocation : YES	Ph(W) :			Rate : Market	W2-Permanent	✓	
Pref. State(s) : IL					1099 Contract	✓	
LAN > 7 yrs	WAN > 7 yrs	Security > 4 yrs	Wireless > 7 yrs		Need H1B	✗	
ATM > 2 yrs	Basic > 6 yrs	Blackberry > 4 yrs	Migration > 7 yrs				
LAN, WAN, Security, Wireless, ATM, Basic, Blackberry, Migration, TCP/IP, Windows 2000, ACCESS, ACTIVE DIRECTORY, Cisco, FireWall, Remedy, unix, VPN, Assembly, DNS, Dreamweaver							
Preferred Time to Call :							
Corp-Corp Info : Confidential							
Notes :							
Domain Experience : Financial, IT/Software, Pharmaceuticals, Retail							

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

THERESA SMITH 13750 S Lowe Unit 403 Riverdale, IL 60827
Cell

Technical Project Experience
 Basic hardware installation, configuration, maintenance and troubleshooting
 Understanding TCP/IP client service including DHCP, DNS, LAN, WAN
 Advance Knowledge of Microsoft Office 2003 Application Windows 2007/XP environments
 Understand key concepts related to Unix security knowledge of Unix Operating System Solaris

Experience
 06/2010- 10/2011 SmartSoucre/St. Catherine Hospital East Chicago, IN
 PC Technician
 LAN/WAN hardware/software, and system installation, backup and maintenance.
 Upgrade to Window 7, installs, Active Directory, troubleshoots networks, networking hardware devices and software.
 Maintains inventory of equipment and parts as well as documentation of vendor activities.

Provides software and hardware technical support to users as needed.
 Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media
 Experience in working with systems in a Citrix/Thin Client computing environment
 Experience with integration-type projects such as domain migration
 Experience with the Meditech and Epic Care Ambulatory application
 Maintains system documentation and develops system specifications and procedures.

11/2009- 01/2010 Sapphire Technolog /Dell Computer Chicago, IL
 Computer Field Service Technician
 Key Responsibilities Responsible for on-site installing, maintaining and repairing company and multi-vendor systems which include hardware, software and products as well as operating systems; (controller boards, panels)
 Ensures customer satisfaction by advising customers on preventative maintenance and configurations which may impact product performance.
 Takes responsibility for potential or desired follow-up services (Sales/Systems Engineering) or problem escalation. Supports and observes installations beir performed by experienced field-engineers.

12/2008 – 03/09 Smartech/NCR Chicago, IL
 Field Customer Service Engineer Level II

Provide installation, maintenance and repairs on ATM (second line maintenance) and/or POS (Point of Sale) equipment and other electromechanical equipment at various locations within an assigned territory/region (controller boards, panels)
 Primary services include hardware maintenance, installation, network management, multi-vendor maintenance and software support.
 Diagnose software or communication faults on various ATMs within region.
 Installation/configuration of hardware and software to include desktop computers, monitors, scanners, server and printers.
 Upgrading workstations from Microsoft Office 2003 to Microsoft Office 2007.
 ATM, Cash Register, Debt Reader, Dell, HP Server, Vault, Microtech and PC.
 Calibrates, maintains, repairs, and troubleshoots.
 Install and configure LAN and WAN devices (switches, routers, enterprise server)
 Maintain Wireless networking, including wireless access points.
 Database and AIX administrator on platform migration from HP/UX to AIX.

08/2007-07/2008 S&A Computer /HP Downer Grove, IL

Field Engineer Level II

Manage maintain Hewlett-Packard PC and Hewlett-Packard printer equipment (repair, configure, upgrade, upgrade firmware, Nortel PBX.
 Working technical knowledge of current network hardware, protocols, and standards, including TCP/IP, Wireless Routers, and WEP & WPA Connectivity.
 Hand- on with hardware and software; Calibrates, maintains, repairs, and troubleshoot.
 Maintain and support the standard workstation image, for all current hardware platforms.
 Install and configure LAN and WAN devices (switches, routers, enterprise server)
 Extensive experience with LAN/WAN Network Administration of AIX and its Integration with other OS like WIN NT, & WIN XP.
 Repair Hewlett-Packard Proliant Servers, and repair LaserJet Printer.
 Imaging of the server build and review of information compliance and security configuration.
 Refresh PC Migration Norton Ghost from LaSalle Bank to Bank Of American.
 Upgrading workstations from Microsoft Office 2003 to Microsoft Office 2007.
 Installation/configuration of hardware and software to include desktop computers, monitors, scanners, printers, server and laptops.
 Travel thought out IL, IN, and MI.

04/2006-07/2007 Computer Resource Solution/Astellas Deerfield, IL

PC Support Specialist

Manage Maintain Siebel Configuration and Support user Application, VPN, Checkpoint, PBX Voicemail System and Active Directory user account
 Cisco PIX Firewalls, back-up Toshiba and Dell PC to IBM ThinkPad T40, T42, T60, Remedy Ticket System and deployment checklists.
 Application Support Experience with Microsoft Office 2003 Suite, Microsoft Outlook, Visio, Symantec Antivirus, McAfee Virus Scan Enterprise, SAP V 8.x, Macro Dreamweaver, Adobe Acrobat, Reflection X, PowerBuilder Sybase and etc software.
 Working technical knowledge of network and PC operating system, Including Window 2000, Window XP, NT, Novell, Microsoft Exchange 2003 to 2007 deploy
 Support Blackberry and Migration over 10,000 employees imaging of the server build and review of information compliance Norton Ghost and security configuration
 Working technical knowledge of current network hardware, protocols, and standards, including TCP/IP, Wireless Routers, WEP & WPA and WebEx.
 Performs Desktop PC, Server, Printer Microtech and Infrastructure troubleshooting to isolate and diagnose common problems.
 Maintain Wireless networking, including wireless access points.
 Must be responsible for maintaining updates to tickets that are assigned through the call tracking system used, Special Projects as assigned.
 Install and configure LAN and WAN devices (switches, routers, enterprise server)
 Access Control & ID Badging hardware devices.

11/2005-02/2006 Adecco Technical/Cardinal Health Libertyville, IL

PC Tech

Alaris PC Point-of-Care Unit, Alaris Pump Module, Alaris Syringe Pump Module, Alaris SpO2 Mo
 Upload CQI logs, Hardware Upgrades/Inspections, Upgrades Application code (Flash), and Electrical Verification checks such as Current Leakage, Resistant ground.
 System Power Configuration Models, Record serial and asset number on spreadsheet.

09/2005-11/2005 Manpower Professional/Nile West High School Skokie, IL

Help Desk/Desktop Support

Manage and administer MS Active Directory user account, and Migration Exchange environments
 Security (Cisco PIX firewall / VPN tunnel configs) Checkpoint NG-AI, Remedy Tracking System
 Installs, configures, tests, maintains, monitors, troubleshoots end-user workstations and related hardware and software in order to deliver – required desktop levels.
 Hand- on with hardware and software troubleshooting experience.
 Operates company's data communications systems, including LAN and WAN.
 Provides very complex technical assistance and resolutions for network problems.
 Must be responsible for maintaining updates to tickets that are assigned through the call tracking system used.

02//05-07/2005 Apex Staffing/AIG Insurance Bryn Mawr, IL

Desktop Support/level 1

Performing hardware diagnostics, Support Blackberry Coordinating repairs Installing/testing PCs, Norton Ghost and printers.
 User Account Management Create/manage network accounts for staff in assigned offices.
 Perform basic maintenance of servers (patching, basic functions like mapping drive)
 Working technical knowledge of network and PC operating system, Including Window 2000.
 Testing all addition types to the IT environment such as PCs and printers.
 Operates company's data communications systems, including LAN and WAN.
 Provides very complex technical assistance and resolutions for network problems.

06/2004-01/2005 Instant Technology/Bank One Chicago, IL

PC Technician

Installing/testing security patches, Support Blackberry service packs and new application.
 Establish and maintaining Storage Area Network Management and Backup/Recover.
 Testing all addition types to the IT environment such as PCs and Printers.
 Operates company's data communications systems, including LAN and WAN.
 Provides very complex technical assistance and resolutions for network problems.
 Database and AIX administrator on platform migration from HP/UX to AIX.

11/2003-05/2004 Hartford Computer Group Des Plaines, IL

PC Technician

Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, other components and equipment. Participates in network hardware and software installations and upgrades as required from Window 2000 to Window XP.
 Manage maintain PC equipment, Microtech (repair, configure, upgrade)
 Manage maintain hardware asset inventory records, and supporting paperwork.
 Manage maintain Norton ghost.
 Manage maintain clean and organized PC assembly area.

Education

Chubb Institute Diploma Network Technician 06/2002-12/2002
 University Of Phoenix Information System 11/2004 – 05/2005

Certification

Dell Portables Foundation 2008 & 2009
 Dell 2130cn Printer
 Dell 1720/1720dn Printer
 Dell 1700/170n Printer
 Dell Diagnostics Foundation 2009
 Dell Desktop Alienware – Area 51

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