

**Professional Summary**

I have 20 years of experience working independently and at the senior IT level within the field of Computer Science. Skills include troubleshooting, software and hardware maintenance, data analysis and high-level reporting.

**Education**

*DeVry University – Cincinnati, OH*

**Bachelor of Science in Computer Information Systems**

Graduated: June 2010

*University of Cincinnati – Cincinnati, OH*

**Associates Degree in Computer Support Technology**

Graduated: September 2004

**Technology Skills**

*Computer Languages:* ASP, C++ and C#, HTML, Java, PHP, SQL, UNIX shell, VB.net and VBA.

*Software:* MySQL, Oracle, ServiceNow, Microsoft Access, Excel, FrontPage, PowerPoint, Project, Publisher, Visio, Word.

*Related Abilities:* System Administration, Troubleshooting Mac OS X 10.5+, Troubleshooting Windows 10, UNIX.

**Work Experience**

**Webhelp/AtoS**

Cincinnati, OH

March 2016 – Present

*Consultant – Level 2 Service Desk and Admin Team – Morgan Stanley*

*May 2019 - Present*

- Resolve incidents escalated from Level 1 Service Desk agents.
- Assist in documenting new processes and specifications.
- Create incoming and outgoing FTP/SFTP connections with customers on proprietary software.
- Troubleshoot issues with customer FTP/SFTP connections.
- Awarded Webhelp Global Employee of the Month, July 2022

*Consultant – Data Monitoring and File Transfer Security Team – Morgan Stanley*

*June 2017 – May 2019*

- Monitor and resolve incoming and outgoing FTP/SFTP traffic errors according to process specifications.
- Perform credential rotation for 300+ FTP/SFTP logins.
- Communicate professionally and effectively with customers while maintaining rigorous security policies.
- Observe strict Service Level Agreements providing 99% and 100% adherence.

*Consultant – Level 1 Service Desk Team – Morgan Stanley*

*March 2016 – June 2017*

- Record, process, close and document incidents at a global service desk according to process specifications.
- Forward incidents that the IT Service Desk cannot resolve to the specialist in line with the process specifications.
- Monitor and diagnose file network transmissions.

**F+W, A Content + eCommerce Company**

Cincinnati, OH

January 2014 – June 2015

*IT Support Specialist*

- Provide Level 2 Macintosh and Windows support at the corporate headquarters for 150+ users.
- Built all new Macintosh and Windows desktops and laptops for the 750+ entire corporation user base.
- Design and implement a project to upgrade 150+ XP computers to windows 7.

**American Mortgage Service Company**

Cincinnati, OH

June 2009 – October 2013

*Senior IT Technician and Developer*

- Assist employees with Information Technology issues.
- Create and maintain website and intranet for improved business utilizing the DotNetNuke CMS.

**Internships**

June 2003 – August 2009

- Worked with Multiple Companies in Troubleshooting, Customer Support, Data Analysis:
  - Chiquita, GE, OSU, UC, Nationwide Insurance