

EXPERIENCE

Oct-Nov 2016 · Elections Clerk · Dallas County Elections Department

- Posted Fed. Voter Applications for Military & Overseas Americans in VEMACS system for the 2016 Elections
- Received Federal Ballots from voters and completed voter process
- Organized Applications and Ballots

Feb 2004 - Oct 2016 · Information Systems Support Specialist/IS Manager · KDAF Television CW33

- Responsible for Desktop, Server and Network issues
- Maintain all Servers
- Create and maintain all users accounts via Active Directory
- Responsible for all Server backups via IdealStor
- Installed and configured Cisco Switches
- Assisted in the installation of Juniper Network Switches
- Reconfigured Administered Cisco & Polycom VOIP phones
- Installed UPS systems for Server Room and Master Control
- Responsible for maintaining IT Asset inventory and Software licensing
- Maintain Sarbanes Oxley Audit documentation
- Set IT procedures, standards and configurations
- Create IT Forms, Implement redundancy plans for all live on air computer systems
- Support TribuneMedia Applications such as: ENPS, Pathfire, Masslogger, Louth Automation Systems, WxWarn, Medialine, Metline, Transact, Avid
- Support Win 10 & 7 Operating Systems with Lite Mac experience
- Support Clients using Outlook 2016/2013, Microsoft Office 2013, IE X.X, Chrome and Firefox
- Repair or replace PC hardware and peripherals on Dell Workstations, Dell laptops and HP Printers

Oct 1998 - Feb 2004 · Federal Depository Insurance Corporation (FDIC)

- Support Win95/98/2000/NT/XP Operating Systems
- Support clients using Outlook 97/98/2002, Microsoft Office 97/2000/XP, Electronic Travel Voucher, Electronic Time Sheet
- Repair or replace PC hardware and peripherals on Dell: GX1, Optiplex GX260, HP and Dell Laptops and HP Printers
- Proficient with H.E.A.T. and Remedy Help Desk Applications
- Work in conjunction with LAN/WAN groups to maintain PC's and Printers on the Network
- Support Government and Commercial Applications Printers on the Network
- Support Government and Commercial Applications such as: ARMS, FDIC PROD, A2B, CTS, DOLLARS, and Zoomtext
- Participated in the 2002\2003 XP Project rollout, upgrading over 700 computers from Win95\Dell GX1 to XP\Dell GX260
- Implemented Y2K projects that included upgrading software on Desktops and Laptops
- Maintained workstations that contain highly sensitive financial data and court pending government information

June - Sept 1998 · Desktop Specialist-Baylor Health Care Systems

- Worked with Dos 6.22, Windows for Workgroups, Win95/98
- Upgraded PC's from 3.1 to Win95/98
- Installed and setup Outlook 97, Office 97, Netscape Communicator, Internet Explorer, McAfee Viruscan
- Connected user to the AS400 using Reflections
- Proficient with T.O.M. helpdesk software
- Setup New PC's and setup Network and Local Printers
- Worked in conjunction with LAN/WAN groups to drop and activated Network lines
- Established connectivity with Network
- Troubleshoot Desktop PC's and Laptops down to components

EDUCATION

Currenty Enrolled · Network System Administrator Professional (Sec+, Net+, CCNA, MCSA Server 2012, Win 10)
New Horizons Learning Center · Irving, Texas

April, 2015 · Certificate of Achievement for Completion of 44-hour Program in Project Management
North Lake College · Irving, Texas

December 2001 · Completed Cisco 1-4 Academy · Certificate in Networking Associate
El Centro College · Dallas, Texas

September 2001 · A+ Certified, Cisco Networking Intern and Cisco LAN/WAN Assistant (Skills Achievement Award)
Dallas, Texas

May 1995 · Associates Degree in Applied Arts and Sciences