
Education	Central Michigan University <i>Bachelor of Science in Business Administration, Management Information Systems (3.5 Major GPA)</i>	Mount Pleasant, MI	Aug 2002 – May 2006
Certifications	Microsoft Certified Desktop Support Technician (MCDST) Microsoft Certified Professional (MCP)		
Skills	<ul style="list-style-type: none">▪ Skilled at Writing, Proofreading, and Editing▪ Software Experience:<ul style="list-style-type: none">▪ [Operating Systems] Windows 2000/XP/Vista, Windows Server 2003/2008, Ubuntu Linux▪ [Office Suite] Access, Excel, FrontPage, InfoPath, Outlook, PowerPoint, Word▪ [Development] Microsoft InfoPath form development, Photoshop, VBScript, COBOL▪ [System Administration] Symantec Ghost, Network sharing and permissions, Printer sharing, Active Directory, Group policy, VMware▪ Hardware Experience:<ul style="list-style-type: none">▪ Diagnosing, Repairing, Disassembling, Reassembling, and Modifying hardware▪ Building custom computers. My current computer is quad-core, overclocked, water-cooled, resides in a hand-built aluminum diamond-plate case, and is regularly upgraded▪ Networking Experience:<ul style="list-style-type: none">▪ [Wired] TCP/IP-based Local Area Networks, NAT, Firewalls▪ [Wireless] 802.11a/b/g standards, WEP/WPA encryption, Routers, Bridging, QoS		
Experience	Help Desk Analyst <i>Toyoda Gosei via Entech Personnel Services (contracted)</i>	Troy, MI	August 2008 – Present
	<ul style="list-style-type: none">▪ Hardware and Software deployment, troubleshooting, setup, and maintenance▪ Implemented Ghost server with custom scripting for multi-site deployment▪ Organize inventory and maintain asset records▪ Research and recommend technology solutions to appropriate teams/management		
	Tech Support Analyst <i>Quicken Loans</i>	Farmington Hills, MI	June 2007 – June 2008
	<ul style="list-style-type: none">▪ Worked with users to diagnose issues, collect information, test solutions, and answer questions▪ Microsoft InfoPath form design and maintenance: All-Company forms, Active Directory integration, VB Scripting▪ Asset Tracking/Inventory, Hardware and Software setup, maintenance, troubleshooting and repair▪ Blackberry setup and troubleshooting▪ Maintained Active Directory computer objects▪ Print Server Administration▪ Documentation of processes, problems and solutions▪ Internal software testing▪ Image Deployment and user equipment setup <p>Team Leaders: Ryan O'Hara, Kelly Crawford</p>		
	Desktop Support Technician <i>Central Michigan University, College of Business Administration Technology Services</i>	Mount Pleasant, MI	Nov 2003 – Aug 2006
	<ul style="list-style-type: none">▪ Set up Windows, Office, and relevant applications on new faculty computers▪ Provided Windows, Office, internet, networking, printing, and other technical support to faculty, staff, and students▪ Developed, tested, and deployed Symantec Ghost images to 250 lab computers▪ Documented processes for future use▪ Maintained lab computers and HP LaserJet printers▪ Administered several Windows 2000/2003 file and print servers▪ Created Active Directory computer accounts and performed other Active Directory tasks▪ Hardware and Software maintenance and troubleshooting <p>Manager: Stan Pope</p>		
Involvements	Association of Information Technology Professionals (AITP)		Spring 2003 – Spring 2006
	<ul style="list-style-type: none">▪ Attended AITP 10th Annual National Collegiate Conference in Atlanta, Georgia▪ Competed in PC Troubleshooting Competition, Received Honorable Mention		
	Phi Kappa Tau Fraternity		Fall 2004 – Spring 2006
	<ul style="list-style-type: none">▪ Positions Held: Technology Chairman, Historian, Alumni Records Advisor▪ Designed, built, and maintained web site and photo gallery		