

JOHNNY GILBERT

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SUMMARY

IT Professional providing world class technical computer support to both internal and external customer's teams including employees, sales team and business partners. Key services included assisting in trouble calls, deployment of new and upgraded equipment and software, closing daily procedures and creating monthly reports. Rendered support onsite and remotely. Ability to work independently, in teams and effectively with end users. Microsoft (MCITP) Certification in 2011 on Windows Server 2008 Active Directory Configuration, Windows Administrator on 2008 Server, and Windows Server 2008 Network Infrastructure. Certificate in Security +, (CISCO) CCNA/ICND1 and CISSP (Certified Information System Security Professional)

TECHNICAL SKILLS

Programming: Oracle 11i, Dreamweaver, Cisco Router Installation and configuration, PL/1&2, C Language, JAVA Script, HTML Design, Dream Weaver, Some PHP, HotMetal

Software: Windows XP & 7, Microsoft Project 98 & 2007, Power Point 2007, Excel 2007, Word 2007, Previous Microsoft Office Suites, Adobe Acrobat, Labview, SnagIt, desktop office applications, e-mail, anti-virus, Sharepoint and business software

Operating Systems: Windows 7, Sun Solaris 2.6, DOS 6.22, Windows 3.11, Windows 95/98. 2000 & XP, Windows NT 4.0 Workstation, Windows NT 4.0 Server

Hardware: PCs, laptops, thin clients, monitors, printers, scanners, modems, PDAs, basic networking

PROFESSIONAL EXPERIENCE

IBM (Kelly Service-Contractor), Boulder, Colorado 2012-Present
IT Centralized Technical Support Helpdesk

- Installed and troubleshoot customer Office Communicator, Sametime, Lotus Notes, Window 7 and Office Suite 2010
- Oversee the daily performance of computer system
- Implemented tickets for end users using the MAXIMO/ISM system
- Performed password resets and unlock employees systems using Active Directory
- Remote troubleshooting using VPN and SCCM (Microsoft System Center Configuration Manager)

MICRO MOTION, Boulder, Colorado 2007-2010
IT Support Analyst II

Prepared, distributed and evaluated helpdesk measures on a weekly and monthly basis as needed to monitor help desk operations. Directed staff of five technicians in the delivery of day-to-day helpdesk efforts including prioritization, documentation, escalation and resolution of information system products and services within agreed Service Level Agreement.

- Processed assets including appropriations requests, hardware and software ordering, budget preparation and use of asset management tools.
- Improved internal efficiency by serving as point of contact for troubleshooting efforts between on site and global support teams.
- Strengthened customer relationships by representing Micro Motion's users by participating on global support conference calls.
- Enhanced service and system reliability by maintaining and enforcing system policies and procedures including hardware and software standards, support Service Level Agreement and incident flow including escalation.

- Improved tracking and prioritization by overseeing use and maintenance of helpdesk tools such as HP Open View ticketing system, Sharepoint and asset management.
- Accelerated use of new hardware by installing, maintaining and troubleshooting desktops, laptops, thin client computers with software and hardware.
- Built teamwork across the organization by supporting other departments with IT assigned functions such as check printing and other activities.

Boulder Valley School District, Boulder, Colorado 2006-2007
 School bus driver and maintain safety of all passengers
 CDL License Current

UNIVERSITY OF COLORADO, Boulder, Colorado 2005-2006

Data Entry

Processed W-4s, W-5s and Direct Deposits. Filed and created account setup. Researched and matched hand drawn checks.

ECHO STAR CORPORATION, Denver, Colorado 2002-2005

Business Analyst I

Installed software and hardware. Troubleshot PCs including laptops, desktops and servers. Connected Networks.

- Set up accounts in Active Directory and provided Security.
- Improved access to data by writing and running reports in SQL.
- Managed releases of software and hardware implementation.

CISCO CORPORATION, Boulder, Colorado 2000-2002

Critical Account Manager

Set up test beds to simulate customer issues with VPN 5000 Concentrator and Client. Installed and configured routers. Reported to Director each week on all Critical Accounts.

- Implemented conversion of existing Contacts and Software Releases for VPN 5000 products including client/server.
- Handled customer issues passed on from Technical Support and supervised reproduction in labs.
- Developed and maintained spreadsheet and reported customer's issues to Directors and Management Teams.
- Involved in the interviewing and hiring process for team.

US WEST/QWEST CORPORATION, Denver, Colorado 1998-2000

Project Manager

Maintained system hardware and software installation and compatibility. Promoted to IT Manager to oversee 12 Project Managers on technical and non-technical projects for the business. Served as Technical Support Engineer for 14 states.

- Retrieved database reports for Director via Business Object and Excel.
- Trained users when required. Managed and maintained inventory of components.
- Performed office automation applications such as Payroll, Boss, Individual Desktop (ID), Sonar, word processing, database, Excel spreadsheets and Power Point.
- Enhanced efficiency by writing Technical Reports on performance and evaluation of US West/Qwest applications including Payroll, Sonar, Boss and ID. Retrieved database reports for Director via Business Object and Excel.

EDUCATION AND PROFESSIONAL DEVELOPMENT

MS, Computer Information System, Denver University, Denver, Colorado
 BS, Technical Business Management, Regis University, Denver, Colorado
 Cisco Networking Academy, Front Range Community College, Longmont, Colorado

Security + Certification, CISSP (Certified Information System Security Professional)
 Certified Windows Server 2008 Active Directory Configuration, Crucial Conversation Class
 HP Open View Training, Sharepoint Training, Symantec Backup Exec Training, ITIL (Information Technology Infrastructure Library) Training, LanDesk Training, Pointsec Training, MetaData Training, Office Communicator Training & Deployment