

JOHNNY GILBERT

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SUMMARY

Computer and equipment buyer, offering strengths in the following key areas:

- Wholesale / Retail Buying
- Inventory Replenishment
- Product Tracking
- Merchandising
- Customer Delivery Coordination
- Regional Product Distribution
- Vendor Relations
- Staff Training and Supervision

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. Purchasing Micro Motion software, licenses, hardware and tracking of equipment. 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.

- Identifying the need for, and following through on, inventory replenishment and close-out buying
- Processed assets including appropriations requests, hardware and software ordering, budget preparation and use of asset management tools.
- Devising and implementing inventory databases to improve product tracking.
- Collaborating extensively with vendors, and warehousing personnel to coordinate the cost-effective and timely expediting of merchandise.
- 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
School bus driver and maintain safety of all passer
Current Class B CDL

2006-2007

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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. Troubleshoot 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) in Process

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