

IT PROFESSIONAL

Highly motivated, dependable and detail-oriented IT professional. Flexible, and able to multi-task. Proficient in the installation, maintenance, trouble - shooting and upgrading of PCs, laptops and assorted peripherals .Also, adept at web design and maintenance.

Relevant Accomplishments

- Installed 250 PCs, laptops and peripherals in a six month period with a 98 percent success rate. Was responsible for installation and trouble-shooting of hardware and software packages.
- Built, upgraded and maintained numerous PCs and networks, thereby significantly increasing their capability and the client's productivity.
- Redesigned, updated, and administered the web sites for Moore-Addison, Co. of Addison, Illinois and the Du Page Symphony Orchestra, thereby improving the media presence and internet-driven sales.
- As IT Specialist for Moore-Addison Co., convinced the leadership to convert from a peer-to-peer network to a client-server network, thereby increasing office productivity by 10 percent.

Professional Experience

PS Enterprises, LLC. Romeoville, Illinois

Computer Technician (2003- 2010)

Responsible for the building and upgrading of new computer systems and the installation and maintenance of client-server networks.

Directions Training Center Oak Brook, Illinois

Information Technology Intern (2005)

Assisted in the maintenance and upkeep for the center's computers and computer laboratories. Performed such duties as replacing and swapping out computer hardware, re-imaging computer systems and installation of new computer equipment.

Insight Services Bloomingdale, Illinois

Deployment Engineer

As a Deployment Engineer for the State Farm Windows XP roll-out, I was responsible for installing approximately 250+ PCs and laptops along with peripherals as part of a deployment team. Was responsible for installation of hardware and software packages, as well as troubleshooting same. I conducted inventory procedures for newly installed machines and return-to-stock computers and peripherals in a timely and efficient manner

Moore-Addison Company Addison, Illinois

Web Site Administrator/ Builder (2000 – 2009)

Was responsible for some re-design and maintenance of the Moore-Addison Co. web site, as well as updating the same. In this capacity, I also performed the same duties for the web site of the DuPage Symphony in this period.

IT Specialist (2000 -2002)

Assisted office staff with computer and peripheral related questions; resolved any issues. Was responsible for the efficient operation of a peer-to-peer network and was responsible for the planning, and eventual replacement of that network with a client-server Windows 2000 network along with appropriate hardware and software.

Joliet Junior College Joliet, Illinois Computer Lab Assistant (2000-2002)

As Computer Lab Assistant for the Academic Computing Department at Joliet Junior College, I was responsible for monitoring computer and peripheral usage, lab maintenance, and reporting of any problems to the department, as well as assisting student patrons with computer and printer questions.

ADDITIONAL EXPERIENCE, COMMUNITY INVOLVEMENT, TRAINING

- Over twenty years' experience as a professional musician with various symphony orchestras, eighteen years 'experience as an applied music teacher.
- Library Associate at the Naperville Public Libraries, assigned to the Audio-Visual Department. Duties included assisting patrons with locating relevant items and material; assisted the Music Librarian with maintaining the music collection; assisted the Audio Visual staff in the preparation and presentation of public Internet Classes
- Audio Archivist for the Oslo Philharmonic Society. which included transcribing concert tapes from DAT to analogue tape; cataloguing and encasing said tapes and creating and maintaining the associated database.
- Office Assistant, which included the answering of a multi-line telephone system; greeting and assisting patrons with information and operation of office equipment, and other office-related tasks.

CERTIFICATIONS

- Dell DCSE Certifications January-February 2015 Educate.Dell.com
- Microsoft Certified Professional MCP August 2005 Microsoft
- Network+ Certification January 2005 CompTIA
- A+ Certified Computer Certification May 2004 CompTIA

EDUCATION

- **Directions Training Center** Oak Brook, IL
- **Joliet Junior College** Joliet, IL
- **Manhattan School of Music** New York, NY
B.A and M.A in Music Performance

