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JOHN HLOOM

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Top-notch IT integrator, setting the tone for feature design, build, and determining development methodologies.Success in providing technical expertise, leadership, assessing new technologies to understand their applicability to business while focusing on developing assets that are repeatable thereby increasing efficiency, reducing costs, and mitigating risk. All work is performed at the very highest quality standards, with rigorous documentation – consistent with operating successfully in one of the most demanding regulatory environments in the world.

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| --- | --- | --- |
| Key Strengths | | |
| * Complex Technical Support * Team Management * Best Practices | * Training & Development * Key Process Improvement * Proactive Client Support | * Strategic Planning * Recommendations * Salesforce.com |

# TECHNCAL SKILLS

Applications: Adobe CS6; Crystal Reports 9.0; Dev C++; Eclipse/JUnit/NetBeans; MS Office/Visual Studio 2010; OnTime v11 (Scrum); OutSystems; WireShark

Databases: MySQL 5.1; MS SQL ServierR2 2008; MS Access 2010

Network Appliances: Cisco 2800 ISR Series/ ASA 5510; Cisco Catalyst 3550 MLS/2960 LAN; Dell/HP dual processor servers; EnGenius EOC5610 wireless bridge

Operating Systems/Platforms: Windows 7/XP/ServerR2 2008; Fedora, openSUSE (Linux); bash/korn shells

Programming and Development: C++; C#; CSS; Java; Javascript; jQuery; PHP

Networking Protocols: DNS; DHCP; FTP; HTTP; POP3; SMTP; Telnet; TCP; UDP; IP; (Routing) OSPF; EIGRP; ICMP; ARP; STP; RS-232

# work EXPERIENCE

System/Network Engineer

WEB DESIGN COMPANY 2013-2015

Implemented and integrated products with various other systems and applications in the customer environment by gathering specifications, budgets, and cost of replacement figures to present ROI with performance metrics detailing the LANs stability and traffic flow with the overall project progress and uncompleted work status for future deadlines. Designed, provisioned, configured, evaluated and optimized 3 Windows Server 2008 R2 Active Directory LANs, with optical and broadband WANs with Cisco ASA 5510, Cisco 2811 Integrated Service Routers and Cisco 3550 Switches.

* Budget Consistency: Implemented two switches, two routers and two firewalls within $3k budget. Installed, configured, and after monitored network stability, removing a firewall – resulting in cost savings by balancing risk of Single Point of Failure against $2k license.

Web Developer

GROCERY CHAIN HEADQUARTERS 2008-2013

Advanced technology by performing simultaneous programming support of applications for various business processes.Functioned in several roles within the design, implementation, integration, and support activities for applications – executing coding, testing, debugging, and documentation. Analyzed and troubleshot complex problems, made necessary revisions and updates, worked on modifications to webforms, and maintained server administration. Played a critical role in the writing and process knowledge of training documents.Ensured that software code and mobile/online applications were current on all web areas. Wrote and analyzed requirements and test business intelligence, providing support to upper management. Collaborated cross-functionally and fostered cooperative working relations with all teams to provide guidance, support, and assistance.

* Calm Under Pressure: Exhibit excellent communication skills using all forms of interfacing: written, verbal, and social tools – while working under pressure to resolve issues and complete deployments

Citrix Administrator III

HOSPITAL 2006-2008

Effectively communicated, interpreted, and resolved customer issues in this 25,000-employee organization which has 12 farms running on multiple platforms. Areas of accountability included: network support and management; rolling reboots, updating virtual service images, platform migrations, and diagnosing and troubleshooting issues with environment and applications. Provided support for physical and virtual servers running on XenServer v6.x and Citrix Provisioning Services (PVS). Participated, maintained and demonstrated effective Disaster Recovery infrastructure, including planning, building, testing, and documentation.Analyzed user support statistics systems logs and other data to recommend appropriate measures to increase capacity and efficiency of networks.

* Process Improvement: Created documentation for the Call Center and provided training workshops in order to cut the percentage of tickets and increase the number of First Call Resolutions – ultimately generating a 50% growth in First Call Resolution percentage and a decrease in tickets opened.
* System Redesign: Restructured the monthly reboot cycle to a bi-weekly which showcased an immediate drop in tickets opened by at least 15%, allowing the team to work on escalated issues.

IT Supervisor, Client Support (2004-2006)

AUDIO CORPORATION 1993-2006

Developed daily processes, overseeing and assigning cases to Level I and II Tech Consultants, to support standard operating procedures, escalation processes, and detailed tracking and follow-up of client issues and touch points. Manage the teams’ incoming correspondence of an average of 180 clients daily in addition to monitoring the 800-1000 phone traffic reports. Work collaboratively with all departments to define intake process of product requests and prioritization needs. Perform time and attendance tasks using MS SharePoint. Establish and report on key metrics and service standards.

* Success Rate: Maintained and exceeded service level agreements to internal and externals, resolving key issues internally within a 24 hour period in addition to receiving over a 9.3% success rate (on a 10 scale) consistently.
* Training & Development: Lead and mentor new Representatives on Salesforce.com
* Awards: Received the 100% Club Award for Client Support Leadership Team and meeting all goals (2012)
* Performance Metrics: Generated consistent goals in Average Phone Speed to stay under 90 seconds by adjusting skills and training consultants to lower wait times, resulting in high levels of customer satisfaction survey scores.
* Corporate Resources: At request of management, served as the company Salesforce.com Admin for the company.

Technical Support Specialist (2002-2004)

AUDIO CORPORATION 1993-2006

Provided world class senior level (II) technical and customer support while implementing external product quality testing for software fixes and enhancements. Coordinated the resources required to manage problem resolution for Company products and services, managing level II and III workflow for Tapscan and MRP software through various products. Developed best practices, tips, and training scripts for end-users on proper use of program.

* Client Relationships: Traveled nationally on a monthly basis to numerous radio stations and agencies to complete technical software issues on-site.
* Problem Resolution: Instrumental in maintaining an 87% – 90% resolution rate before addressing issues with IT.
* Support Contact: Acted as Information Technology’s Advanced Tech Support Staff Member during several corporate changes. Took on role of Senior Tech (Level 2) support contact for Scarborough software products, traveling and training their staff in New York.

Help Desk / Technical Support Representative (1999-2002)

AUDIO CORPORATION 1993-2006

Resolved technical problems and answered queries by telephone in support of internal and/or outside customer computer existing hardware, software, network, and telecommunications systems.

* High Ranking: Achieved top status for all part ordering and distribution for System Services.
* Awards:Numerous Recognition of Service Awards from internal users and departments.
* Community Involvement: Collaborated with area schools to attain Company in the position of the Partners-In-Education computer distributor.

LAN/WAN Engineer (1996-1998)

AUDIO CORPORATION 1993-2006

Led the planning, design and implementation of communications networks, performing server installations, network upgrades, and computer configurations.Performed computer hardware, systems software, applications software, and all configurations to ensure network availability to all system users.

* Compliance: Integral part of the group that achieved Computer Compliancy for all corporate hardware products.
* On-Site Service: Traveled to remote Sales offices to establish new servers, laptop/desktops, and associated software.

PC Maintenance Representative (1995-1996)

AUDIO CORPORATION 1993-2006

Instrumental in the transition from a large mainframe based computer environment to PC and network based platforms, ultimately becoming the main computer distributor for Company System Services.

* Awards: Recipient of Company Quality Award for PC Maintenance accomplishments (1993).

Senior Computer Operator (1993-1995)

AUDIO CORPORATION 1993-2006

Protected mainframes and servers by ensuring all systems are secure, operational, and highly available.

* Data Center Rollout: Played a key role in the planning and coordination of the rollout for new software upgrades and applications.

# CERTIFICATIONS

Compaq Server/Desktop Product Certification (2010)

CompTIA A+ ID # CCCCC (8/10/2009)

Certified Radio Marketing Consultant (6/13/2005)

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