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| INFORMATION TECHNOLOGY PROFESSIONAL | |
| **Summary:** An accomplished Information Technology professional with over 20 years of comprehensive experience in a multi-site, multi-host, networked environment. Providing support for servers, computers, printers, and smartphones. Retired and looking for part time work. | |
| |  |  | | --- | --- | | * Microsoft Certified Professional * Microsoft Windows * Microsoft Office 365 * Computers, Printers * Smartphones | * Networking and Active Directory * Remote Access Software * Hardware Installation and Repair | |  |
| Professional Experience | |
| **Spectrum**, ST Petersburg, FL **08/2020 to 12/12/23**  **Technical Customer Service**   * Provide technical and customer support for residential and commercial customers with Spectrum services. * Support includes Internet, Network, mobile, and WiFi services. * Supporting Spectrum provided equipment and troubleshooting internet issues with customer devices and equipment. * Assisting customers with account and access information and resets.   **JP Morgan Chase**, Tampa, FL **01/2020 to 07/2020**  **Technical Support Analyst**   * Temporary Contract Position providing technical support for a division of the company. * Provided support to home lending employees involving hardware and special customized setups. * Support includes custom virtual desktops and proprietary software. Desktop and laptop computers. * Provided network support for home office and office connections including network printers. * This was a work at home position using my own equipment. * Providing support by phone, email and Skype chat. Remote access through Skype.   **TOUCHPOINT MEDICAL**, Oldsmar, FL **08/2014 to 11/2019**  **Technical Support Analyst**   * Provided remote support for medical equipment which allowed dispensing and inventory of medications in various medical and educational facilities. * Assisted customers in defining technical problems and implementing solutions including all versions of windows, Office 365, Active Directory, Remote access and many other forms of software. * Setup and replaced computers and servers. Performed software installation and configuration. Also installation and configuration of printers. * Provided support for Windows 7, 8 & 10. Remote access using Logmein, Teamviewer, Cisco Anyconnect, and client specific VPN. * I would write SQL scripts to view, edit, or delete data for customers. Completed backups and restore databases. * I dispatched and provided support to onsite technicians to fix hardware or replace computers as needed. * Ticketing systems included Remedy and Salesforce.   **SAVVIS / CIBER**, Tampa, FL **10/2008 to 05/2013**  **Lead Analyst**   * Creating, removing, and maintaining accounts using Active Directory, Fire Pass remote accounts. VPN access, and AS400 access. * Troubleshooting, configuration, and installation of desktops, laptops, and printers * Technical support of software including Windows XP, Windows 7, Lotus Notes, Microsoft Office 2010, Showcase, Ultipro Tris, EMPRV, and other software installed through SCCM. * Tickets created and tracked using Remedy, Seibel, and CA Service Desk. | |
| **FAST TEKS**, Tampa, FL **7/2008 to 9/2008**  **Onsite Technician**   * Traveled to end-user location assisting customers in defining technical problems and implementing solutions. * Installed and repaired computers, printers, and routers, Windows Vista & XP, all software, email, and internet issues. | |
| **CONSULTIS**, Tampa, FL **4/2008 to 7/2008**  **Technical Support** (Contract)   * Provided local and remote support for Dell desktop and laptop hardware computers; Installation, configuration, and repair of network and local printers. * Installed and repaired computers, printers, and routers, Windows Vista & XP, all software, email, and internet issues.   **STREAM**, Tampa, FL **2/2007 to 3/2008**  **Technical Support**   * Assisted customers and implementing solutions using and repairing Dell computers. * Supported and coached level 2 technicians supporting commercial clients. * Troubleshoot and resolved hardware concerns on desktops and laptops. * Installed and repaired computers, printers, and routers.   **CERTIFICATIONS**  ***(Representative list)***   |  |  | | --- | --- | | * Windows 7 Installation & Upgrading * Windows 7 End-user * Windows 7 IT Professional * Windows XP Professional * Managing Files, Folders, and Devices in Microsoft Windows XP Professional * Installing Windows XP Professional * Security, Safety, and Communication * Windows Vista | * Microsoft FrontPage 2000 * Microsoft Access 2000 * SQL Certification * Microsoft Certified professional * Laptop Components, Peripherals, and Networks * Personal Computer Components * ATX V.1 Certification * TestPrep 220-601 A+ Essentials | | |
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| References | |
| I have 3 professional references on my linkedin profile  https://www.linkedin.com/in/bill-wedebrock | |