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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. |
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| * Microsoft Certified Professional
* Microsoft Windows
* Microsoft Office 365
* Computers, Printers
* Smartphones
 | * Networking and Active Directory
* Remote Access Software
* Hardware Installation and Repair
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| 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.
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| **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.
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| **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)***

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| * 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 profilehttps://www.linkedin.com/in/bill-wedebrock |