

Patrick J. Walker

555 Orleans Lane | Bakersfield, CA 93111 | patwalker09@aol.com | (661) 931-xxxx

IT Customer Care Professional | IT Project Manager | Systems Administrator

A motivated, customer-care focused Information Technology Professional with five plus years' experience in providing a wide range of data system support including management and training of IT team members, planning and implementation of new and re-build data systems projects, and managing network security for government, medical, agricultural, financial, energy, and security-type customers. An individual who communicates effectively and is dedicated to quality, efficiency, and dependability.

Areas of Expertise

- Systems Administrator for 20+ networks with up to 90 users
- Specialize in Network security, QoS, Voip & troubleshooting
- New office builds, database migrations – including ERP software/migrations: Exchange, SagePro, OgSys, QuickBooks, Platinum
- Overall topology design and implementation
- Operating systems troubleshooting & maintenance, including open source and server OS's
- Remote and onsite hardware/software configurations
- Troubleshooting and technical resolutions within diverse & complex systems including: Windows (all versions), Mac, iOS, Linux clients, Cisco, SonicWall, Watchguard, SSL/PPTP VPN tunnels, : Exchange, SagePro, OgSys, QuickBooks, Platinum
- Work effectively with suppliers including Acer, Dell and MJP for vendor support, issue resolutions, and system management
- Managing/training employees for large and small projects

Certifications

- | | | |
|---------------------------|--------------------------|--------------------|
| ✓ A+ Essential s | ✓ A+ IT Technician | ✓ Security + |
| ✓ XP Professional | ✓ Office 2007 Suite | ✓ Linux +, |
| ✓ Desktop Troubleshooting | ✓ ACP certified (Allworx | ✓ Server 2003/2008 |
| CompTIA Certification: A+ | Certified Professional) | |

Experience:

Project Manager -- Bennington Technologies, Bakersfield, CA 2012-Present
Systems Administrator responsible for 20+ networks with up to 90 employees, training and managing of IT staff, building and implementation of data systems, and network security for a diverse customer/industry group. Provide high-quality customer support for matters involving vendor/supplier issues, network troubleshooting, database and system design, and imaging and repairs.

Owner/Manager -- Advantage Computer Technology, Bakersfield, CA 2010-2013
Provided specialized and multi-faceted computer system support for both business, educational, and individual computer users. Services included: custom built machines/systems, virus/spyware removal, network design & set-up, computer upgrades, in-home/business support, and software support. Managed sales, financials, and all other aspects of business.

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Security Guard -- Kern Security, Bakersfield, CA 2008-2009
Provided security for a gated community. Responded quickly and professionally to alarm calls and produced detailed reports on each incident.

Security Guard -- Securitas Security, Bakersfield, CA 2008
Provided quality surveillance and security for Wal-Mart stores. Produced accurate and detailed reports on all issues.

Education:

Kaplan College -- GPA: 3.64 2014

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References:

Mr. John Brown, Manager
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You need 3-4 references listed in the format shown above.