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SAMPLE

IT Resume

Scott D. Huffman

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SSN: 230-41-0923

Citizenship: U.S.

Federal Status: N/A

Veteran's Preference: N/A

PROFESSIONAL SUMMARY

Accomplished IT Professional with record of successes installing, administering, troubleshooting and upgrading Windows products. Strong team player making significant group and independent contributions. Team Lead, setting ambitious goals and motivating teams to accomplish impressive results. Strong customer service skills, providing one-on-one consultations, and successfully troubleshooting IT problems. Demonstrated ability to support on-site and off-site customers. Outstanding self-management skills, working with minimal supervision in fast paced environments, and completing projects on time. Interim Secret Clearance.

TECHNICAL QUALIFICATIONS

MS Windows XP, 2000, NT

MS NT 4.0 Server, NT Server Tools

Remedy Action Request System

Remotely Possible

Symantec Ghost Imaging

NAI McAfee Virus shield

MS Office 2000, XP

Veritas Backup Exec

Computer Component Installations

VNC Remote Control

Symantec Norton Antivirus

RELATED WORK EXPERIENCE

Gypsum Laboratories, Inc., Sterling, VA

IT Administrator

Supervisor: Joseph Dennisen 703-295-0553

Oversaw and managed all IT functions for busy laboratory.

Administered Windows NT computer network. Maintained desktops and systems, including Windows 98, Windows 2000, Office XP Professional and WordPerfect. Provided technical support and training to all end users. Maintained and used Veritas network backup. Ensured external DSL communications was at optimum performance. Configured virtual private network successfully linking all locations. Coordinated and deployed new computers to appropriate locations and users. Researched new technology, including video conferencing, and IP telephony. Actively participated in validation of computer systems to ensure compliance with CFR regulations.

3/2002 – 10/2003

Hours: 40/week

Salary: \$63,000/yr

Fannie Mae, Washington, DC

Project Manager

Supervisor: Pamela Wilson 202-742-7612

Performed as Project Manager for company-wide Windows 2000 upgrade project.

Coordinated and documented application test results. Investigated applications for testing and functionality under Windows 2000 on Novell Netware network, using a variety of sources.

Coordinated with installation teams to ensure full compliance. Communicated with users to assess and facilitate readiness for implementation, providing logistic and technical support and recommending correction strategies for non-compliant applications. Submitted reports and answered queries regarding

8/2001 – 2/2002

Hours: 40/week

Salary: \$65,000/yr

status of applications and project progress. Provided PC technical support to ensure all end users were provided optimum technical support. Collaborated in preliminary testing for Microsoft Office 2000 deployment project.

Cable and Wireless USA, Vienna, VA 4/1996 – 3/2001
Helpdesk Specialist II Hours: 40/week
Supervisor: Paul Finkle 571-432-0678 Salary: \$52,000/yr

Provided customer responsive on-site and remote PC support, installation and administration.

Selected to support and educate technically-challenged end users, successfully resolving issues with European applications and PCs. By name request to support and standardize diverse groups of up to 150 users during reorganizations. Supported and trained Tier I Technicians, competently resolving all escalated issues. Key contributor for successful upgrade and migration of desktops and laptops to NT4.0 and then to Windows 2000. Simplified and streamlined deployment process by initiating, documenting and automating software distribution process. Provided simplified one-click laptop backup for mobile users.

Marriott International, Bethesda, MD 6/1993 – 3/1996
Systems Operator Hours: 40/week
Supervisor: Susan Jablonsky Salary: \$24,000/yr

Provided Novell Netware LAN administration, back up and user account management.

Researched and recommended hardware and software purchases. Configured peer-to-peer and client/server networks both LAN and WAN. Provided technical support to 30 on-site and 50 remote users, including hardware and software installations, repairs and upgrades. Driving force and key contributor to successful office automation project, moving users from MS/DOS and dumb terminals to Windows and upgrading server hardware and software. Introduced and implemented network printing and mobile computing. Designed and implemented workstation backup system.

Prison Fellowship, Reston, VA 10/1992 – 3/1993
PC Support Technician Hours: 40/week
Salary: \$22,000/yr

Served as Lead Technician for nationwide automation project successfully completing project on time and under established budget.

Installed, configured, tested, and supported PCs for over 45 offices. Provided technical support and training to end users. Installed, configured, and administered Novell Netware file server and print server.

OTHER WORK EXPERIENCE

Vance International, Oakton, VA 10/2003 – Present
Site Supervisor Hours: 40/week
Supervisor: Joseph Yancy 703-529-8420 Salary: \$32,000/yr

Oversee and supervise 3 employees providing physical security at client site.

Perform full cycle recruiting, including selecting and training employees to provide outstanding security services. Review and monitor employee performance, providing feedback and coaching for performance improvements. Monitor site and personnel activities to ensure smooth and efficient operations. Manage all administrative functions, including scheduling of employees for maximum coverage, and completion of all required reporting. Serve as liaison between company and client and between employees and management. Coordinate and schedule service for site equipment and programs.

Key Accomplishments:

* Significantly saved man-hours and improved efficiency by streamlining and digitizing many forms and reporting functions from manual systems.

* Recommended, negotiated and implemented improved employee scheduling, dramatically improving morale and providing improved security services.

CERTIFICATIONS

Microsoft Windows NT Workstation, Advantec Institute, McLean, VA 1997

EDUCATION

Computer Information Systems Diploma, Strayer College, Ashburn, VA 1992

President's List for Academic Achievement

Associate of Biblical Studies, School of the Prophets College, Sterling, VA 1985

Langley High School, McLean, VA 1980

PROFESSIONAL DEVELOPMENT

Principles of Computer Validation, 2002, Vance International, 12 Hours

Supervisor Training, 2004, Vance International, 12 Hours