

Jeffrey Harbert
E-mail: jeff@jeffharbert.com

Current Employer Redacted for Privacy - Greensboro, NC

IT Network Services Coordinator
1/2007 - Present

I initially held a Desktop Support position with my current employer. In that position I was responsible for all aspects of desktop and end user support: password resets, workstation deployment, new account creation, hardware and software troubleshooting, printer support, etc. In June 2008 I was promoted to IT Network Services Coordinator, replacing the Director of IT. After assuming my new position I completed the System Manager Training and Management Reports Training for Cerner CoPathPlus in Waltham, MA. In October 2007 I joined a Six Sigma committee in a project aimed at improving accuracy and workflow in our laboratory. As part of this project I became Six Sigma Green Belt certified.

Talecris - Clayton, NC

Desktop Support
8/2005 - 4/2006

I worked on several projects in this contract position at Talecris, including replacing over 450 Windows XP workstation, Microsoft Office upgrades, installing internal wireless network cards in laptops, laboratory software upgrades, and general hardware and software desktop support.

Rockwell-Collins - Kirkland, WA

Help Desk Coordinator
8/2003 - 10/2004

At Rockwell-Collins I oversaw a project to replace over 160 Windows XP workstations; purchased and deployed PCs and laptops for new employees; handled various server administration tasks such as installing security patches and writing scripts to move users home folders; created new user accounts; and conducted new user orientation.

I served as Team Lead for Remedy, ensuring that tickets were correctly assigned to the appropriate member of the IT team responsible for handling each particular issue. I also provided hands-on support to internal users on any desktop support issues that arose.

AT&T Wireless - Bothell, WA

IT Help Desk
11/2002 - 6/2003

CONTRACT POSITION

In this contract position at AT&T Wireless I assisted nationwide internal company employees with any hardware or operating systems issues they encountered. Operating systems supported were Windows 98, NT4, 2000, and XP, as well as NT and 2000 in a Citrix Metaframe environment.

Safeco - Redmond, WA

Help Desk Support
7/2002 - 11/2002

SHORT-TERM CONTRACT POSITION

Assisted nationwide internal company employees with any computer or networking issues they

encountered. Supported software included Microsoft Windows NT and 2000, Office 2000 and XP, as well as several internal proprietary applications. Created trouble tickets using Remedy Help Desk for issue tracking and escalation.

Seattle Biomedical Research Institute - Seattle, WA

Help Desk Technician II

10/2001 - 4/2002

SHORT-TERM CONTRACT POSITION

At Seattle Biomedical Research Institute I assisted internal users with any computer or network issues they encountered. I also performed extensive network administration - creating/changing user accounts, new user orientation, user profile and login management, updating login scripts, Group Policy Management, etc. I also handled tape backups, relocating PCs, and deploying new workstations. I also spearheaded the development of a radioactive materials safety course on the company intranet using Microsoft Access and Active Server Pages.

Microsoft - Bellevue, WA

Visio Support Professional

4/2000 - 2/2001

CONTRACT POSITION

At Microsoft I provided 1st and 2nd Tier technical support for the Microsoft Visio product line. Typical issues were installation problems, automatic discovery and diagramming of a network, reverse engineering a database, floor plan design functionality, and many others. This position also honed my Technical Writing skills as each call was logged and the solutions were put into the internal Microsoft Knowledge Base.

SKILLS

Windows 98, 2000, XP, Vista, 7, Server 2003; Microsoft Office 97-2003; Hardware and software purchasing; Dell Desktops and Laptops; Hewlett-Packard Desktops and Servers; Blackberry Enterprise Server; VBScript; Active Directory; Cerner CoPath Plus; SQL Server; Lotus Notes; Norton Ghost