

# ANDI HOWELL

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6335 Willow Drive  
McKinney TX, 75070

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Seeking Position As:

## TECHNICAL SUPPORT SPECIALIST LEVEL II

Determined and committed Technical Support Specialist has 10+ years of experience in IT consulting, technical support, data migration, helpdesk and data analysis and web design. Energetic, outspoken and self-motivated professional has demonstrated expertise in system support, telephony support, installation, migration, and repair. Down-to-earth technology specialist has exceptional skills in training, coaching or mentoring and managing change. Information Technology champion performs tasks with due diligence, integrity and delivers excellent work within time and budget constraints consistently.

- ✦ System & Telephony Support
- ✦ Project Management
- ✦ System integration
- ✦ Data Migration Specialist
- ✦ Coaching & Mentoring
- ✦ Time Management

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## PROFESSIONAL EXPERIENCE

### COMPUCOM

2007 – Present

Site Leader/ Technical Support Specialist

*Frisco, TX*

- ✦ Accomplished work load comprising of user support (60%), network support (20%), and Avaya Telecom setup (20%) for various departments and sites; trained/mentored technicians to assume site lead at other sites.
- ✦ Provided Dispatch support for other GE sites across the DFW Metroplex and supplied technical support for 400 GE users supporting Telecom, Lotus Notes, Sav10, Safe Boot and CA Unicenter.
- ✦ Managed StorageTek backups; led a major move of 400 assets to a new site; responsible for improvements, enhancements and documenting requirements as well as systems administration of the Deal Process System.
- ✦ Used diagnostic and test equipment for problem solving; performed security patching and hardware and software installation, as well as quality checks on systems for operation, packaging and transportation.
- ✦ Arranged for and/or prepared equipment for shipping/receiving and coordinated customer pick-ups for equipment and supplies.
- ✦ Minimized system/hardware downtime and ensured customer satisfaction not breaking SLA; track inventory of the on site machines.
- ✦ Updated the active directory and administer users' rights to groups and mapping users to their share drive.

### Bell Helicopter

2006 – 2007

Data Migration Specialist

*Hurst, TX*

- ✦ Completed tasks including data migration (50%), infrastructure replacement (30%) and desktop support (20%).
- ✦ Migrated 400 user profiles to new assets; provided ongoing support related to data migration issues; set up network printers for all new user machines.

**Zycron, IBM Inc.**

2006

Lead Migration Technician – Consultant

*Dallas, TX*

- ✦ Managed migration project for Hospital Corporation of America; carried out infrastructure replacement (computers and printers), VLAN conversion, desktop support, and training.
- ✦ Led Desktop component of Technical Refresh project for 13 client hospitals throughout Texas (Environment: Windows Server 2003; Windows XP, 2000; Active Directory; SMS; Meditech; Microsoft Office; Hardware: Dell, Compaq; Printers: Hewlett Packard, Xerox, Tectonics, Lexmark)
- ✦ Configured switches to accept new assets on appropriate VLAN configurations (Switches: Cisco); provided 1st and 2nd level support on migration issues; ; trained users.

**ACS Inc.**

2006

Migration Specialist (Consultant)

*Dallas, TX*

- ✦ Assisted users in Active Directory Migration; used Network protocols for Intel environments including, DNS, IP, and WINS.
- ✦ Supported complex networks using Windows NT/XP/2000/2003, Windows subsystems and administration tools; supported Data Center Operations

**Intelly's Inc.**

2004 – 2005

Help Desk Analyst

*Irving, TX*

- ✦ Developed and maintained a broad background in core technology offerings to ensure high quality coverage and support for various clients.
- ✦ Established productive relationships with clients and ensure a constant understanding of client's needs and objectives.
- ✦ Communicated effectively with clients and staff through departmental guidelines and workflows.
- ✦ Quickly adapted to new technologies and products and implement projects as assigned; received instructions on circuit upgrading.
- ✦ Researched, analyzed and modified changes in the CSU to upgrade to a 256K port (Atlas 550 or Adtran TA624); assisted with training and development of 40 Customer Services Division staff.

**Incognito**

2002 – 2004

Web Designer/Desktop Analyst (Consulting)

*Van Nuys, CA*

- ✦ Managed sensitive projects involving the design, development and creating the company website and flyers; used Dreamweaver to create the company website.
- ✦ Supported performance issues including speed of access; established reputation for outstanding customer service.
- ✦ Developed internal processes and procedures to increase efficiency and output.
- ✦ Tracked and monitored system performance issues and other technical concerns; administered user account information including rights, security and systems groups in Windows and Novell.

**Fox IT Department**

2002 – 2004

Help Desk Analyst

*Los Angeles, CA*

- ✦ Managed PC configurations and assembly utilizing diverse hardware including hard drives, CPUs, modems and motherboard settings.

- ✦ Performed troubleshooting on mission critical systems through diagnosis and repair to minimize downtime; managed Active Directory.

**Penny Lane Centers**

2001 - 2002

Residential Program Supervisor/ Computer Teacher  
North Hills, CA

- ✦ Assisted 50 at risk youth with their everyday living program, duties included teaching Word, Power Point and Excel to several residents.

## EDUCATION & TECHNICAL SKILLS

**Keller Graduate School**

Masters in Business Administration, Project Management

**Grambling State University**

Bachelor of Science in Computer Information Systems

Operating Systems: Windows 2000, XP, NT and 2003 Server ✦ Languages: COBOL, Java ✦

Telecom: Avaya, PBX, AUDIX ✦ Nortel Works: Connectivity VPN

Applications: Microsoft Office Suite ✦ Microsoft Project ✦ Microsoft Visio ✦ Lotus Notes 6.5 ✦  
McAfee Endpoint Encryption ✦ Safe Boot ✦ CA Unicenter

System Components: Active Directory, DNS, IP, WINS

Hardware & Networks: Novell, LAN, WAN, Cisco Switches, Cisco Hardware Series 5000, 6500,  
2900, 4000, 4506 ✦ Dell Laptops and Desktops

CompTIA A+ Certified Technician

HP Certified Technician

*Reference Gladly Available Upon Request*