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PERRY LEE WOLF IV

3617 N CHADAM LN APT 1A
MUNCIE, IN 47304

Experienced Desktop Support Technician

Summary:

- Extensive Microsoft Windows XP / 2000 / 98 / 95 experience
- Solid software, hardware, and network troubleshooting skills
- Excellent customer service skills
- Proficient at Linux system administration
- Cisco Certified Network Associate (CCNA)

Objective: To combine my technical and customer service skills in to a role that allows me to solve problems and provide solutions so that the company's employees can be more productive.

Work Experience

Desktop Support Technician - On-site assignment at Federal Home Loan Bank through Eliassen Group, Inc - 01/2006 – 03/2006

- Performed desktop support for internal bank employees using Windows 2000 and XP desktops and laptops
- Support included troubleshooting of standard software such as the Adobe suite and Microsoft office, imaging new workstations, and solving various operating system problems
- Assisted in upgrade of Symantec Antivirus Corporate Edition client on 150 workstations

Support Analyst - On-site assignment at Roche Diagnostics Corporation through Perficient, Inc. 07/2004 - 03/2005

- Participated in upgrade of 1000 workstations and laptops to an Active Directory managed Windows XP based system
- Performed tier 2 desktop support for Windows 2000 and XP laptops and desktops used by local and remote employees at all levels within the company

Senior Micro/LAN Consultant - Ball State University Office of Housing and Residence Life 04/2002 – 12/2003

- Provided network support for 3000 students, desktop support for 75 employees, and supported 15 computer labs in the residence halls
- Led conversion of the departmental file server from Novell to Windows 2000
- Responsible for deploying a pay-per-print system in the computer labs

IT Intern – Superior Essex - 06/2000 – 12/2000

- Provided desktop PC support for employee desktop and laptop computers, ranging from building systems from scratch, software installation, network troubleshooting and basic administration
- Built several server systems

Education

Bachelor of Science, Ball State University, Muncie, IN

Major in Industrial Technology - Computer Technology option, Minor in Business Administration
Graduated with Distinction, December 2003 (3.7 / 4.0 GPA)

Associate Degree, Georgia Perimeter College, Atlanta, GA

Major in Computer Science
Graduated, December 2001

Awards

Exceptional Graduate in the Industrial Technology Program; Computer Technology Option –
Ball State University – 04/2004

Boy Scouts of America, awarded Eagle Scout Award – 08/1992