

Eriq Oliver Neale

PROFESSIONAL SUMMARY

Accomplished, dedicated network/desktop services specialist with over 10 years experience providing large-scale enterprise hardware, OS and applications support. Consistently achieve high-levels of client satisfaction through the delivery and application of innovative, well-planned infrastructure solutions that meet corporate objectives.

- Approach all projects with enthusiasm and a sense of urgency.
- Outstanding focus on customer service and client relationship building.
- Exceptional team builder, adept at training, mentoring and managing teams to achieve corporate technology objectives.

TECHNICAL SKILLS/ CERTIFICATIONS

Platforms: Windows 2003/XP/2000/NT/9x Desktop/Server, Novell NetWare 2.1/3.12/4.x, RedHat Linux 7, UNIX, Macintosh OS7/8/9, OS X, DOS

Networking: TCP/IP, IPX/SPX, AppleTalk, FTP, Telnet, SMTP, IMAP/IMSP, DNS, DHCP

Software: MS Office, Crystal Reports, Brio Reports, Visio

MCSE 2003, MCSA 2003 - Messaging, MCP Small & Medium Business

PROFESSIONAL EXPERIENCE

Volt Technical Services, Justin, TX
Small Business Server Technical Support Engineer

Client: Microsoft

Provided tier II/III support for Small Business Server customer base. Successfully resolved escalated problem tickets, achieving high levels of customer satisfaction.

- Provided support for all aspects of Small Business Server operations - installation, upgrade, troubleshooting Active Directory, Exchange, IIS, core OS, ISA, Share Point, DNS, DHCP.
- Develop case documentation for KB article system.
- Serve as the Subject Matter Expert for Macintosh issues.

Environment: Small Business Server 2003/2000/4.5, Exchange 2003/2000/5.5, IIS 6/5, ISA 2000

Trinity Industries, Dallas, TX
Manager of Desktop Services

Directed the delivery of tier II support/maintenance for 1800 Windows 2000/NT/9x-based desktops and laptops (Dell, Optiplex and Latitude) at the corporate headquarters and plant facilities worldwide. Supervised, mentored and trained support team of 9 technicians.

- Develop and maintain system standards for desktop PCs, including minimum hardware specifications, operating system configuration, printer standardization, network client configuration, and base application loads.
- Migrated GroupWise to Exchange E-mail and led end-user training for new system. Developed user documentation and executed automated client installation testing.
- Led PC Refresh project; evaluated and selected vendors, developed system standards/deployment script, and coordinated work of key technical personnel.

Accomplishments:

- Established a committee of team leads within the department to track and reduce the number of outstanding tickets (over 28 days old), achieving a reduction of 20% within a year.

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- Improved customer satisfaction 10% by constructing and implementing survey and tracking tool.
- Completed PC refresh project ahead of schedule and within budget.
- Negotiated renewal of contract with on-line training provider, significantly reducing per-employee cost.
- Established Employee Satisfaction committee to address morale issues within the department.

Ongoing Responsibilities:

- Review case load for direct reports for age, idleness, and completeness.
- Conduct daily team meetings to identify upcoming issues and get status of major issues for direct reports.
- Conduct bi-weekly one-on-one sessions with direct reports to discuss outstanding issues, progress toward annual goals, and other personnel-related issues.
- Provide technical and managerial escalation point for direct reports.
- Develop work schedules for direct reports to provide appropriate coverage for 7am to 6pm work schedule.
- Identify and address areas of improvement for direct reports, including technical and intrapersonal issues.
- Collect, review, and analyze customer satisfaction survey results. Interact with customers as needed based on survey responses.
- Prepare annual review documents for direct reports and process salary increases according to departmental guidelines.
- Prepare departmental status presentation for weekly management meeting.
- Coordinate with service suppliers for routine maintenance tasks for entire company, such as printer repair and out-of-warranty repair for PCs.
- Work with department directors to establish annual budget for team.
- Address performance issues with direct reports and take disciplinary action as necessary, including termination.
- Accept and screen resumes for open positions, conduct interviews, and negotiate salary with potential employees.

Environment: Windows NT/2000 Server/Workstation, Peregrine Asset Center/Service Center, Exchange 2000, Novell NetWare 4.x/5.x Servers, Microsoft SUS Server, Crystal Reports, SQL 7, Ghost, Symantec Anti-Virus Enterprise

DIVA Media, Carrollton, TX

Systems Architect/Network Engineer

Effectively managed integration of Macintosh into NT infrastructure, utilizing standard Macintosh desktop image and Macintosh service software for NT servers.

- Developed and maintained documentation for server and desktop builds. Created images for Dell desktops/laptops and Windows NT/9x configurations.
- Trained new employees to use company PCs and applications.

Accomplishments:

- Configured network protocols and routing to minimize bandwidth impact, and established standardized shared printing configurations for pre-press output.
- Standardized Macintosh graphic design department to generate consistent output, significantly reducing editing process time.

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- Successfully implemented workflow product for tracking a printing process, increasing production team efficiency and improving target completion dates.

Ongoing Responsibilities:

- Conduct training for new employees.
- Interface with head of graphic design department to plan for upcoming publishing deadlines and budget requests.

Environment: NT Servers, Macintosh OS9/OSX, Windows 2000/9x Workstations

Nortel Networks, Richardson, TX

Technology Strategist

Designated microcomputer subject matter expert and resource for technology team. Researched/tested new technologies to improve designer efficiency and reduce R&D time-to-market.

Accomplishments:

- Standardized the Windows 2000 desktop environment in preparation for the OS upgrade rollout, substantially reducing upgrade time and shortening project completion schedule.
- Developed Web front-end for electronic paging system, allowing Helpdesk to quickly alert tier 1/2 technicians, reducing the average customer waiting time.

Environment: Windows 2000/NT/9x, Brio, UNIX CGI Scripts, Office 2000/97, Norton Ghost

Senior Desktop Support Specialist

Provided advanced customer support for enterprise-wide PC/Macintosh platforms. Resolved problems relating to operating systems (Windows NT/95, MacOS), software applications, networking issues and software conflicts. Trained local support teams to integrate new tools.

- Served as team lead for PC support team, tracking ticket status and reporting to management on a weekly basis.
- Selected application package/configuration and evaluated Linux support. Continuously analyzed desktop support call escalations.
- Led design group desktop deployment during UNIX/Windows NT migration.
- Troubleshoot operating systems (Windows NT/95, MacOS), software applications and networking problems, providing effective same-day customer solutions.
- Maintained UNIX-based electronic paging system and primary Web/CGI system interface.
- Constructed and maintained Windows NT ghost images for Dell desktops/laptops for R&D. Adapted localized Windows NT install image for corporate software installation tools.

Accomplishments:

- Awarded several commendations for providing outstanding customer service, including an extra-departmental award.
- Achieved hardware repair certification from Dell Computer Corporation, resulting in complete command of most maintenance issues.

Environment: Windows 2000/NT/9x, Brio, UNIX CGI Scripts, Ghost

Ajilon Consulting Services, Dallas, TX
Technical Support/Macintosh/PC Support Group

Client: Nortel Networks

Provided tier I/II PC and Mac desktop/server support for enterprise-wide customer base. Successfully resolved escalated problem tickets.

- Performed hands on support for unresolved phone issues.
- Redesigned internal support Web presence and converted Web interface to UNIX-based electronic paging system.
- Acted as interim manager for team until permanent replacement hired.

Environment: Windows 2000/NT/9x, Brio, UNIX CGI Scripts, Ghost

University of North Texas, Denton, TX
Student Computing Services Manager

Managed a part-time staff of 11 student employees in a high-volume, high visibility student lab environment. Administered multiple platforms and UNIX-based IMAP client/server e-mail system, supporting 30,000+ accounts.

- Installed and maintained Novell NetWare file server/Macintosh hardware/software for student computing lab.
- Designed and maintained UNIX/Windows-based client/server application to track student/equipment use in all UNT computer labs.

Accomplishment:

- Directed software development used by campus computer labs to manage resources, improving student accessibility to lab resources.

Ongoing Responsibilities:

- Accept and screen resumes for open positions, conduct interviews, and hire staff on a semesterly basis.
- Develop and execute performance reviews for employees each semester.
- Serve on campus-wide management team with oversight for lab facilities across campus.
- Respond to client escalations related to technologies, policies, and staff. Interact with dissatisfied clients and address their issues promptly and fairly.

Environment: Windows 95/3.11, Novell NetWare, Apple Macintosh System 7/8, Office/Macintosh, Office/Windows, Solaris UNIX, Authorware

North Central Texas College, Gainesville, TX
Adjunct Faculty, Continuing Education Instructor

Served as a part-time instructor for technology classes in the college's associates degree track at the Lewisville and Corinth campuses. Taught short courses in technology at the Gainesville campus.

Courses Taught:

- Computer Hardware and Maintenance [CITE2201]
- Operating Systems (DOS/UNIX) [CITE1320]
- Novell NetWare LAN Installation
- Microsoft Word 97
- Building Web Pages with HTML

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Ongoing Responsibilities:

- Develop and deliver course material to students in compliance with school and state regulations for educational content.
- Provide real-world problems and experiences to enhance learning environment and develop problem-solving skills for students.
- Encourage student research into topics related to course material.

Environment: Windows 95/98, Novell NetWare, Apple Macintosh System 7/8

PROFESSIONAL PUBLICATIONS

Authored chapter in MCSE/MCSA, Managing and Maintaining a Microsoft Windows Server 2003 Environment, a Microsoft training guide, 70-290.
Authored chapter in MCSE Exam 70-294, Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure.
Authored chapters in MCSE Windows 2000 Server Study Guide, a training guide for Microsoft exam 70-215.
Authored chapters in Deploying Windows 2000 with Support Tools, a book on Windows 2000 deployment strategies.
Authored chapter in Windows 2000 Server System Administration Handbook, a book on W2K Server/system administration.

EDUCATION/ TRAINING

University of North Texas, Denton, TX
B.A., Computer Science

Customer Satisfaction, April 2003

Harvard Manage Mentor series: Setting Goals; Keeping Teams on Target; Assessing Performance; Managing Upward; Managing for Creativity and Innovation; Disciplining and Redirecting Employees; Discharging Employees, June 2002

Fundamentals of Managing People, March 2002

ElementK Management Series: Leading a Team; Recognizing Employee Performance; Setting Performance Goals and Expectations; Motivating Employees, January 2002

ElementK Management Series: Conducting Performance Reviews; Giving and Receiving Feedback, December 2001
