

Alan Hall

Objective	Computer Support Tech II
Education	2003 – 2005 Bellingham Technical College Bellingham WA Associate of Applied Science, Computer Network Technology ▪ Studied installation, configuration, troubleshooting, and support of Windows 98, 2K, and XP, Windows Server 2003/Active Directory, Novell Netware, Linux, Unix, MS IIS 6, Apache Webserver, and MS Office 2000; programming in Basic and Visual Basic; planning, deployment, configuration, troubleshooting and repair of servers, access points, hubs, switches, printers, PCs and PC components. Capstone project: planning, documenting, installation and configuration of a network-based security camera system for three classrooms and a computer hardware laboratory. Internship: Bellingham School District IT Department.
Professional experience	2011-- 2014 University of Washington Autism Center, Seattle WA Computer Support Technician ▪ I was The Help Desk/IT pro for 80+ end-users who perform autism research, provide clinical therapy and evaluation for autism patients, and who provide autism diagnosis and treatment education to health care professionals. ▪ Planned and performed complete inventory of PCs using Access db, recommended replacements/upgrades. ▪ Provided installation, diagnosis and repair of PCs (Dell and HP laptops/desktops), printers, other peripheral devices, and occasionally, Mac laptops. Set up and configured 13 iPads for clinical use, and am responsible for app purchases and upgrades/updates. ▪ Made new computer and printer purchase recommendations based on user-identified requirements. ▪ Installed software and periodic software updates for Windows XP and 7, and applications such as Java, Adobe products, FileMaker Pro, psychological testing/scoring software, phone call recording software, SPSS, and other programs. ▪ Upgraded Windows XP to Windows 7 via HDD format/fresh install and user settings/documents migrations. ▪ Assisted users with Remote Desktop connections, use of OS and software apps, printers, scanning, domain connectivity, peripheral device installation. ▪ Worked with a wide variety of users, from undergraduate students to the Center's Director. 10/06 – 1/11 Sterling Life Insurance Company, Bellingham WA Help Desk Tech II ▪ Supported user base of over 800 employees, both in-house and remotely. ▪ Imaged HDDs of Dell desktop and laptop PCs using Symantec Ghost,

installed department-specific applications, and deployed to users.

- Created documentation to assist new users in the use of multiple systems, including basic PC usage, Oracle database access, MS Office 2003-2007, Nortel Contivity VPN Client, connection to the company domain via home internet, Siemens OpenScape/HiPath, Sophos SafeGuard encryption, adding a network printer and printing documents.
- Identified software solutions to replace error-prone applications and to meet user-defined needs. Evaluated applications in a test environment and documented the results. Created installation instructions for our Service Delivery Department. Worked with vendors for best pricing
- Provided technical support for Windows XP, plus a multitude of software applications and hardware devices, including Nortel Contivity VPN Client, Lotus Notes, MS Outlook, Novell Netware, SAP Business Objects and Crystal Reports, US Bank software, Market Prominence, Sophos SafeGuard HDD encryption, Bit9, three separate Citrix environments, WebEx, Symantec and McAfee antivirus, Siemens OpenScape VOIP Client and HiPath, Ascent Capture document imaging, Adobe Reader, Acrobat and Creative Suite, Q-Mark MediMetry/ HEDIS (including SQL 2005), MS Office 2003 and 2007 Suites, Blackberry phones, HP printers/MFPs, NetGear and D-Link desktop switches, KVM switches, projectors, board room and meeting room audiovisual devices, Panasonic fax machines, external hard drives, monitors, ergonomic human interface devices.
- Created Active Directory and Exchange user accounts for new employees.
- Deleted accounts for employees leaving the company.
- Assisted in securing Protected Health Information. Our company was compliant with HIPAA regulations and Sarbanes/Oxley.
- In addition to tech support, was the primary purchaser for IT Infrastructure, identifying necessary desktop/laptop/peripheral hardware specifications, requesting and examining quotes, and working with vendors for best pricing.
- Used WebEx support, Remote Assistance, and VNC to access computers in remote locations. Often worked with users solely by phone to resolve issues.
- Researched, purchased, set up, and supported a MICR (Magnetic Ink Character Recognition) check printer for Accounting and a name badge printer for Human Resources.
- When PrintKey 2000 was causing unusual system errors in multiple PCs, was instrumental in discovering origin. Evaluated alternatives and identified FastStone Capture as the best solution. Negotiated enterprise-wide licensing and unlimited upgrades for just \$1500 total. Screen print-related errors dropped from up to seven per week to zero.
- After the government (Centers for Medicare & Medicaid Services) began requiring submissions in PDF format, many departments denied many of their employees Adobe Acrobat licenses for budgetary reasons. I researched, compared, and tested several alternatives, then got approval to purchase Nuance PDF Converter Enterprise. The software had as many features and cost less than half as much as Acrobat Pro, which essentially doubled the number of employees who could create PDF documents.

Certifications

ITIL v.3 Foundations certification