VIKTOR L ANDREJEV

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ASTUTE PROFESSIONAL TECHNICAL SUPPORT TECHNICIAN

SUMMARY:

Proven abilities in investigating and resolving simple to complex application, hardware, network connectivity, and printer issues. Experienced in Campus and Desktop Field Support, Helpdesk, Analysis, and MACDs. Effective contributor to long and short term projects involving hardware/software upgrades/migrations, network/server installs/upgrades. Extensive background in positions requiring high degree of accuracy, self-supervision, teamwork, and superior customer satisfaction standards. Excellent written and verbal communication skills. Motivated and eager to learn new technologies and solutions.

EDUCATION/CERTIFICATION:

• Web Professional Essentials	Global IT Certified	July 2006
• Network+	CompTIA Certified	March 2005
• A+	CompTIA Certified	October 2004
• CCNA	KnowledgeNet CBT Certificate	November 2002
• MCP	Microsoft Certified	September 2002
• Netware 5.1	Novell Administration Course Certificate	February 2001
• College	Macomb Community, Long Beach City	1980-1990
• High School	Lakeview HS – College Prep Curriculum	June 1980

EXPERIENCE:

Self Employed   Macomb, MI / Anthem, AZ

Home Computer Services   May 2005 to Present

- Install/repair/upgrade/perform maintenance and troubleshoot home desktop, laptop hardware, network, operating systems, and software for residential customers
- Recommend protection and perform virus, spyware and malware scans and removal
- Tutor customers in applications, regular maintenance and safe internet usage practices
- Provide remote support via phone, email, and remote control

Independent Study   June 2009 to Present

- Windows Server 2003/Active Directory
- Website development

Comerica Bank   Auburn Hills, MI

Technical Professional   September 2006 – November 2009

Tier III operations application systems support for national bank. Area responsible for approximately 20 Windows and Unix based systems encompassing a multitude of custom and vendored applications for multiple lines of business.

- Recognized for 24/7 remote/on-site availability and response time, critical attention and resourcefulness.
- Instrumental in analyzing and developing urgent solution to complete nightly processing of 700 customer payments with $425 million risk during critical campus multi-server outage
- Built successful relationships; respected and valued by superiors, team members and clients.
- Proactively embraced high profile, after-hours initiatives (Reuters circuit upgrade, SPOT Systems and database upgrade projects) while short staffed and under strict change management deadlines
- Initiated, researched, presented, managed and implemented network voice recordings backup and archival system upgrade for multi-million dollar generating Foreign Exchange traders and managers

- Discovered and investigated erroneous voice recording system faults involving vendor program errors and drove diagnosis and resolution by vendor with necessary sense of urgency
- Served on project boards as subject matter expert for several vendored application upgrade projects
- Volunteered for added responsibility joining team supporting UNIX/Windows hybrid nationwide branch customer info management systems and software (TRIO, NetView, Argo), user/customer database, and reporting systems (2,500 users)
- Investigated incidents to resolution and performed root-cause analysis providing critical impact executive summaries

JDM Systems Consultants   Farmington Hills, MI
Technical Professional   September 2006 - March 2007
Contract assignment at Comerica Bank. Tier III critical application systems and desktop support for high profile Global Capital Markets/Foreign Exchange traders and back office area troubleshooting hardware, software and network connectivity issues. Member of 3 man team responsible for approximately 40 campus and 10 cross-country remote users and 30 financial applications in addition to workstation standards (OS, MS Office, Lotus Notes, …)
- Deployed and tested custom and vendored application installs, upgrades and patches
- Interacted with vendors, engineers and other necessary teams to resolve issues quickly and efficiently
- Windows XP migration project responsibilities involved testing, obtaining patches, correcting deployment issues, and certifying client applications
- Trained contractors in company environment and assisted in debugging MS Access/VBA code
- Achieved experience in debugging/modifying/developing in-house back office reporting/reconciliation application modules by self studying VBA, C#, .NET, Visual Studio essentials
- Streamlined custom application deployment by creating batch file eliminating multiple desktop touch

Help Desk Analyst   December 2005 – May 2006
Contract assignment at Comerica Bank. Corporate Technical Support Hotline for approximately 11,000 employees.
- Efficiently assessed, diagnosed and resolved user hardware, software, operating system, and network issues with minimal referrals to 2nd tier support. Processed work requests per corporate policy and standards in mixed Novell Network and Windows OS environment
- Consistently exceeded performance goals ranking among the highest successful first-call resolution rates of approximately 30 to 40 person team and fielding approximate average of 200 calls per week
- Effectively utilized remote access and virtual machine utilities to enhance troubleshooting capabilities
- Performed password resets and access rights moves, adds, changes, and deletes on Lotus Notes, Novel Network client/server and mainframe systems
- Coordinated with other IS areas when necessary to resolve issues expeditiously to client satisfaction

JP Morgan Chase Bank   Troy, MI
LAN Analyst Desktop Field Support Services   October 1999 - May 2005
24/7 responsibility for administration and maintenance of Novell/Microsoft token-ring /ethernet LAN desktop environments at 75 retail, corporate and back office banking locations throughout southeast Michigan region as an effective member of 8-10 person team, administering and supporting Windows 95, 98, NT, 2000, XP, desktop, laptop, PDA, servers and printers.
- Effectively utilized remote access and management tools minimizing travel and reducing resolution times
- Successfully coordinated 15 person team and managed Windows XP migration project for 80-100 desktop and laptop campus users obtaining 97% client satisfaction completion rating
- Volunteered and effectively assisted other cross-state and cross-country office migrations
- Member of 2 person team assigned LAN/desktop campus responsibility supporting 80-100 users
- Performed PC rebuilds, imaging, upgrades, in one-off and project magnitude
- Supported critical server outages swapping drives, power supplies, or entire server

HARDWARE:

HP/Compaq, IBM/Lenovo, Dell desktops, laptops	HP/Lexmark Printers and MFPs
Palm, Pocket PC, RIM Blackberry	HP/Compaq, IBM servers
Scanners	Routers, Switches, Hubs

SYSTEMS:

Windows 95, 98, 2000, NT, XP, Vista, 7	Novell	Basic Unix, AIX, Sun, Solaris

SUPPORT SKILLS:

LAN/Desktop Administration	DOS	Debugging
Novell NetWare Admin	Remote Desktop	FTP
Analytical thinking	Console One	Root-cause Analysis
Troubleshooting	VNC	Dev, UAT, Production
Help Desk	NetOps Remote Control	Interpersonal
Field/Campus Desktop Support	TCP/IP Network Connectivity	Professionalism
Peregrine Service Center Ticketing System:	Wired/Wireless Connectivity	Effective Communications:
(Incident, Request, Change Mgmt)	DHCP	Technical/Non-technical, verbal & written
Documentation	DNS	Vendored Applications
Telnet	ODBC	Custom Applications

APPLICATIONS:

MS Office Suite	Console One	Manage Now
Lotus Notes	Compuware ClientVantage	WS FTP/Pro
Outlook Express	HP OpenView	Peregrine SC
Adobe Acrobat Reader/Pro	Norton/McAfee/AVG AV	RightFax
Attachmate/Extra!	Citrix	Norton Ghost
Mainframe /CICS	ChangePoint	PowerQuest
AT&T WorldNet/AGNS	Ceridian	Visual Studio
TechScheduler	Visual SourceSafe	Photoshop
Arcserve	VMWare/Virtual Machine	Dreamweaver

GENERAL KNOWLEDGE:

Windows 2000/2003 Server	Crystal Reports	JCL
Active Directory	Flash	.BAT
LAN/WAN Networking	Fireworks	ASP.NET
Routing/Switching	Pervasive	C#
Performance Analysis	FoxPro	JavaScript
Voice telephony line toning, punch-downs	Palm and Pocket PC	.NET
VPN	Blackberry Enterprise	VBA
SMTP	PCAnywhere	Visual Basic
Sarbanes-Oxley (SOX)	Partition Magic	HTML
OFAC	HP JetAdmin	CSS
SWIFT	Tortoise SVN	Code Signing Certificates
RSA Security	IIS	Digital Certificates
MS SQL Server	Programming/scripting	
MS Access	SQL	