Tom Jacobs

Milwaukee, WI 53202

SUMMARY

Five years of IT experience providing Help Desk and PC Technical/Analyst Support. Can provide troubleshooting problem resolution of computer hardware/software; install/configure software and operating systems, and evaluations of computer hardware and software. Technical knowledge includes Windows (2000, XP), MS Office, Lotus Notes, Altiris, Explorer, Outlook, Symantec Anti-virus, Active Directory, Magic and Helptrac8.

EXPERIENCE

August 2006- April 2008   **Adecco, Apex, Corestaff Staffing Agencies**

SC Johnson
> Racine, WI

Technical Support Desk

Windows 2000 / XP operating systems; Microsoft Office 97 / 2003; desktop, laptop and printer hardware, including Dell, HP, Kyocera, Xerox; a wide array of software applications; remote control tools including SMS and Remote Assistance; secondary knowledge of AC Nielsen, SAP, Hyperion, Filenet, and IE Basic networking skills; adherence to strict operational procedures

West Allis/West Milwaukee School District
> West Allis, WI

Help Desk/Registrar

Assisted student services, guidance and clerical staff in obtaining needed student information.

Staffed district's help desk to support computers, telephones and Infinite Campus(Student Information System).

Coordinated Infinite Campus issues from the secretarial/support staff to data processing personnel. This included, but was not limited to troubleshooting and SQL report extraction.

Responded through email or verbally to all requests for assistance.

Johnson Controls
> Milwaukee, WI

Help Desk Level 1(Customer Portal Administration)

Front-line technical support for user portal issues. Reviewed e-mail traffic, set up user accounts within established security systems, handled password resets, provided central coordination point for customer account support, set up information on application owners, monitored/analyzed/prepared reports relative to site activity.

Case New Holland
> Racine, WI

PC Tech Support

Software installs, printer installs, parts ordering

CompuCom
> New Berlin, WI

PC Technician Support

Performed XP SP2 BSOD fixes, swaps, file transfers and reloads

Rockwell International
                Milwaukee, WI

PC Technician Support Analyst

Consultant assigned to SAP rollout project (Altiris; 11,000 employees). Contacted end users by phone, email or Sametime software, handled troubleshooting, collected specifications to ensure ability to handle SAP download.

August 2005 – March 2008   **Mount Mary College**
                Milwaukee, WI

Help Desk – weekends

Set up new accounts in system, email, mailing list; tracked incoming requests using HelpTrac8 for appropriate follow-up and efficient resolution; installed software; configured computers for loaners; provided excellent customer service - in person, email or phone.

January 2003 - June 2006   **COA Youth and Family Center**
                Milwaukee, WI

Computer Lab Supervisor

Developed, managed and assessed computer-related programs for youth and adults, including computer workshops, computer literacy, skills assessment, job skills, etc.; maintained network of computers; evaluated and solved IT-related problems for diverse set of users; supervised staff; cleaned, modified and repaired computer hardware.

June 2000 – February 2003   **The Business Journal**
                Milwaukee, WI

Customer Service Representative

Responded to customer inquiries regarding subscriptions, services, etc.; maintained and updated customer database on corporate network; sold subscriptions to weekly business newspaper.

January 1993 - June 1999   **Independence First**
                Milwaukee, WI

Independent Living Coordinator

Developed, managed and assessed housing programs for diverse clientele agency that provides service to people with disabilities; provided technical assistance to consumers and community on ADA, Section 504 of the Rehabilitation Act of 1973(as amended) and UFAS.

EDUCATION

ITT Technical Institute

Associate of Applied Science Degree – Network Systems

University of Wisconsin-Stout

Bachelor of Science – Vocational Rehabilitation