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# Jason Palmisano

Creative IT Professional

[Phone # redacted for web resume]

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## Objective

Seeking an Information Technology career that utilizes my technical skills as well as my customer service and communication skills.

I am continually looking to build my skill set while delivering the best possible service to users and customers using innovative, time, and cost saving methods. I welcome the opportunity to talk with you about IT positions at your company. Please feel free to contact me to discuss openings you may have or know of. You are able to view my resume and skills here, but I would love to talk with you more personally! Please feel free to contact me!

## Profile

Methodical, organized, creative, innovative, detail oriented, eager to learn, customer service driven, and passionate about technology.

## Technical Skills

**Operating Systems:** Windows Server 2003/2008, Windows 7, Apple OS X

**Server Technologies:** Active Directory, IIS, Remote Desktop Services, SharePoint 2010, Windows Deployment Services, Dynamics CRM 4, Working knowledge of SQL Server 2005/2008 and databases

**Other:** MS Office suite, Adobe Photoshop, social media, web development/forums/blogs, photography

## Relevant Experience

Protech Associates, Inc, August 2010 – Present

### Network Administrator

- Internal technology support
    - Windows 7 PC's, printers, projectors, servers, account setup & maintenance)
  - External customer support
    - Issues surrounding their Dynamics CRM environment - from server, to SQL, to CRM, to client issues)
  - Re-imaged/configured laptops and desktops
  - Transitioned from Citrix to MS Remote Desktop Services
  - Upgraded VMWare ESX environment and deployed new ESXi servers
  - Created internal issue tracking system using SharePoint 2010
  - Created internal asset database using SharePoint 2010
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Cowan Systems, LLC Baltimore, MD, June 2009 – May 2010

**Technical Analyst**

- Resolved 50+ technical software and hardware issues per week both locally and remotely
- Responded to service requests as they came into the IT HelpDesk system (no tiers)
- Planned, researched, tested, and documented a Windows 7 deployment of 100+ PC's
- Communicated with vendors to resolve hardware and software issues with 3<sup>rd</sup> party systems
- Created a 50+ page new-employee technology 'how-to' manual for all company systems
- Built and deployed PC images using Symantec Ghost and Windows Deployment Services
- Configured and managed phones, extensions, and voicemail with Cisco Call Manager & Unity
- Created and managed users in Active Directory and Exchange
- Setup remote offices in several states
- Created and managed SharePoint sites and lists

Stevenson University, Stevenson, MD, January 2006 – May 2009

**Technology Associate** (*PT during academic year. FT during Summers*)

- Resolved technical PC software and hardware issues escalated from the Level 1 helpdesk
- Deployed new PCs to computer labs, University staff, and Professors
- Re-imaged 300+ classroom PC's each semester using Symantec Ghost

**Education**

Stevenson University (formerly Villa Julie College), Stevenson, MD – May 2009

**Bachelor of Science, Computer Information Systems: Network Design**

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