JANE HARRISON

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SENIOR HELP DESK / TECHNICAL SUPPORT PROFESSIONAL

- Accomplished Senior Help Desk professional with 10+ years experience in Computer Operations, Technical and Help Desk support.
- 8 years of progressive computer/network operations experience in large global data centers with mixed computing environment including Unix, Windows NT/2000 and interconnected mainframe.
- 7 years providing Help Desk support to thousands of users worldwide, earning a solid reputation for productivity, complex problem resolution and professionalism.
- Excellent communication and diagnostic skills, consistently solve problems and rarely escalate issues.
- Proactive self-starter known to initiate process and system improvements to increase system stability and staff productivity.

TECHNOLOGIES

• Windows 9x Client & Server	• MS Office 97/2000	• TSO	• FTP / NDM	• BMC Patrol
• Windows NT 4.0 / 2000	• TCP/IP	• Netview	• Boole & Babbage	• Remedy
• MVS/ESA	• HP Openview	• VTAM	• DPU/MacAfee	• Command Post
• UNIX / DOS	• CISCO	• JES2	• SMS	• Netscape
• OS/390	• IBM/AIX 4.1	• CICS	• MS Exchange	• VPN / SecurID

PROFESSIONAL EXPERIENCE

HELP DESK TECHNICIAN / ADVISOR   **DEC 2000 – DEC 2002**
CREDIT SUISSE FIRST BOSTON ✧ PRINCETON, NJ   **(RELOCATED)**
One of the world's largest securities firms in terms of financial resources, with approximately $13.9 billion in revenues in 2001 and $10 billion in equity and $406 billion in assets.

Provided first-level technical support for global IT infrastructure supporting 35,000+ employees throughout the U.S. and overseas. Troubleshooted hardware, software and connectivity issues for a mixed Unix, Windows NT/2000 and mainframe environment. Additionally supported Expense Processing and E-Procurement, voicemail, telephone and PBX systems. Challenged to provide timely resolutions to support mission-critical application users.

- Achieved the highest levels of productivity, handling over 1,000 calls per week and averaging 200+ calls daily.
- Earned solid reputation for resolving complex issues and providing exceptional customer service.
- Promoted to assume additional responsibilities as Technical Advisor providing expert guidance to Help Desk staff.
- Assisted users with policies and procedures for setting up conference calls, new accounts, web/network presentations and voice mail.
- Provided special assistance to key departments including Equity, Fixed Income, Investment Banking and Executive Support. Supported remote access using dialup/VPN SecurID.
- Leveraged extensive experience in multiple operating environment including mainframe connectivity and security, Windows NT/2000 workstation and server and Unix.
- Escalated issues as needed and maintained communication with customer and Technical teams. Extensively utilized Remedy to record and track issues.
- Independently designed new staffing schedule to improve nighttime coverage and reduce cost of overtime.
- Worked independently on Sundays providing sole support for international operations.
- Demonstrated exceptional skills in professionalism and responsiveness across a wide variety of areas.

SEI INVESTMENTS ✧ WAYNE, PA   **JUN 1997 – JUL 2000**

Leading global provider of asset management and investment technology solutions processing almost $50 trillion of investment transactions annually through 21 offices in 10 countries.

SYSTEM OPERATIONS ✧ JAN 1999 – JUL 2000

Promoted to support worldwide system and network infrastructure consisting of 20 Windows NT servers and 6 Unix servers interconnected with mainframe through Cisco routers. Investigated and resolved performance issues demonstrating strong diagnostic skills across multiple platforms.

- Proactively identified potential areas for wide system outage and initiated analysis and resolution.
- Independently resolved recurrent system lockup issue through diligent research.
- Monitored all master hardware and performance consoles. Resolved issues with DPU Gateway, Hubs/Routers/Circuits, AS/400 and Support Center Voice Response Unit. Maintained critical data feeds.
- Coordinated and implemented Change Control in collaboration with technical teams.
- Optimized systems performance and spool utilization. Responded to system hardware/software error messages, storage and hardware configuration problems.
- Ensured that critical JES links were active and Output, NDM queues were operational.
- Provided after hours support for Network, Help Desk and NT Client/Server environments.

SUPPORT CENTER ANALYST ✧ JUN 1997 – JAN 1999

First point of contact for internal user community of 2,000 plus an additional 1,500 users representing 40 of the nation's leading banks.

- Played key role in reengineering Support Center to improve responsiveness and customer satisfaction. Established best practices in Server and Network support and trained technical staff.
- Authored Service Level Agreement for internal/external customers for user/security administration.
- Initiated Shift Turnover report to continue customer communications for unresolved issues.
- Selected to create new procedures to improve department productivity and train new team members
- Diagnosed and resolved hardware/software connectivity issues. Created user accounts for NT 4.0 and Winframe/Citrix servers. Resolved improperly configured settings.
- Solely responsible for NT Server and mainframe-based user security. Added new users and provided access to databases and system functions. Setup and supported connected peripherals.
- Supported clients during 24-48 hour Disaster Recovery tests assisting with migration to DR site.

DOW JONES AND COMPANY ✧ PRINCETON, NJ   **AUG 1985 – JUN 1997**

Leading publisher of the world's most vital business and financial news and information.

Successive career progression through computer and network operations into Help Desk support:

Computer Operator – 1985 – 1988	✧	Network Operations – 1988 – 1989
Senior Network Operator – 1989 – 1991	✧	Help Desk Specialist –1991 – 1993

LEAD HELP DESK SPECIALIST ✧ 1993 – 1997

First level support for 40-server Unix-based system interconnected with mainframe supporting 13,000 global users.

- Problem-solved issues with PC clients, Server hardware/software, mainframe and Dow Jones online products. Provided first level administration of Unix based email systems.
- Launched user feedback survey based on input from Help Desk Institute to gauge customer satisfaction and support Continuous Improvement.
- Consistently recognized for *Superior Performance* and featured in Dow Jones newsletter.

EDUCATION & CERTIFICATIONS

Harris County Community College ✧ Harris, NJ ✧ Network Administration

LANOPS ✧ Bensalem, PA ✧ NT 4.0 Workstation and Server, Networking ✧ 2000
COMPUTEACH ✧ Yardley, PA ✧ MCSA 2000 certification course ✧ 2003

Villanova University ✧ 1998
Intensive training in Database Fundamentals, Financial Planning, Software Engineering, Client/Server