

Elizabeth Luey

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Responsible for the day to day activities of the Help Desk Support, including telephone and emailed user support requests. Provided first and second level support triage. Coordinated external support departments.

Providing training and coaching for other Help Desk Staff in the use of operating technical issues. Bilingual English/French.

IT Systems Support
Windows NT/2003/XP/
2007

IT Help Desk
Windows Ms. Office Suite
2007

TCP/IP/LAN Network
Windows / Unix/Linux

PROFESSIONAL EXPERIENCE

PERMANENT & CONTRACTUAL PROJECTS: 2007 – 2012

DATA CAPTURE SUPPORT, Bank of America, Hayward/Union City, CA – contractor

- * Analyzed and resolved work problems, or assisted workers with problem resolutions.
- * Initiated/suggested plans to motivate workers to achieve work goals.
- * Deployment of proprietary database information for IRS processing.
- * Worked with Windows 2007 network system.
- * Maintained consistency of network processes.
- * Team cooperated by processing financial data for taxation purposes.

IT NETWORK ADMINISTRATOR, Yahoo Inc., Sunnyvale, CA – contractor

- * Managed ticket crew to expedite closure for over 500 tickets.
- * Served employees in network customer support analyst position where I troubleshoot for over 300+ employees.
- * Intercepted 45% employee communication requests.
- * Troubleshoot and reestablish Internet connectivity via the Intranet/internet, software, hardware, and other peripherals related to the PC, laptop, and systems migration issues * Acted as a liaison with managers and associates.
- * Resolved 95% of all ticket challenges with the usage of UNIX, Flash, Siebel7 & MS Office software applications.

IT NETWORK SUPPORT at Palo Alto Health Clinic, Ravenswood, CA – volunteer

- * Community participation in computer networking support; operated over 75 Window 2003 servers with Windows XP software applications.
- * Catered to the diverse needs of the clinic and helped them in resolving 75% of daily technical challenges.

COMPUTER SALES, NETWORKING AND SUPPORT 2001 – 2005

SKIP TRACER & RESEARCH ANALYST, P.S.R., Dublin, CA – contractor

- * Responsible for research and investigation of delinquent client data accounts and retrieved 35 % low profile case status and recovered client current geographic place of residence (Linux, Windows 2K, Link, Anywho and Tasker).

DOCUMENT EDITOR, Matheson Tri-Gas, Newark, CA – contractor

- * Updated technical documentation regarding manufactured gas procedures.
- * Instrumental in restoring and editing manuals and schematic drawings with MS Visio and MS Word.

CALL CENTER SUPPORT, E.D.D., Oakland, CA - contractor

- * Council E.D.D. unemployed clientele on personal options regarding collecting Social Security Benefits.
- * Processed forms for administrative purposes.
- * Successful client satisfaction resulted 97% of the time.

NETWORKING SYSTEMS SUPPORT

1997 – 2001

NETWORK SYSTEMS SUPPORT, TAC World Wide, Los Angeles, CA – contractor

- * Served employees in network customer support analyst position where I troubleshoot for over 300+ employees.
- * Intercepted 45% employee communication requests.
- * Troubleshoot and reestablish Internet connectivity via the Intranet/internet, software, hardware, and other peripherals related to the PC, laptop, and systems migration issues with a WAN network and Cisco Systems hardware. “Smith, Soloman and Barney” contract for Windows software migrations upgrade in Menlo Park Atherton.
- * Software Migration at CSHEB California State Hayward East Bay for LAN Windows email software.

HELP DESK SUPERVISOR, TECHNICAL SUPPORT, Capital Technologies Inc., Emeryville, CA

- * Managed and supervised 10 network support crew members.
- * Set up and designed database programming language for daily records and help desk station.
- * Successfully resolved 45% employee communication requests.
- * Troubleshoot and reestablished connectivity.
- * Resolved networking software, hardware and related network issues.

COMPUTER SKILLS:

Networking:, Novell Netware, MS Management Server, DNS, Active Directory 2003, TCP/IP, WINS, DHCP;

Operating Systems and Environments: Windows NT/2000/XP, NT 4.0 Server, Windows 2000, 2003 Server, Sun Solaris, Mac 9/10x, Linux;

Servers and Databases: IS IIS 6.0, MS Exchange Server 5.X/2000/2003, MS Systems Management Server 1.2, Server 2000;

Security: proxy server, Symantec/Norton, Remote Desktop, Pc Anywhere and McAfee anti-virus software;

Languages and Protocols: HTML, UNIX Shell Scripting, LINUX. Software Applications TCP/IP, IPX, NTFS, POP, IMAP, PPP, **SMTP**;

Hardware: Mac (OS9), Sun SPARC, SGI, IBM, HP, Dell, UNIX (Solaris), LINUX (Suse), Digital, Compaq, Cisco, 3COM, DSL Modem, Sun Ultra Sparc1+;

Backup Utilities Additional Software: HP/Dell, Ghost, Remedy, MS Office Suite 2000/2003 (Word, Excel, Outlook, Access); Soft Image, Adobe Photoshop, Adobe Illustrator, Visio, Pagemaker, ArcInfo;

AutoCAD 11,12,13, 2000, MicroStation, Fallen Leaf;

Email: Eudora, Clarify, Pegasus, MS Outlook 2000, MS Exchange Server 4.5, 2003.

EDUCATION & CERTIFICATIONS

B.A., S.F.S.U. French Degree, San Francisco, CA

MCSE – Infotec Commercial Systems, San Francisco, CA

Hardware/Peripherals – Alameda Computer Center, Alameda, CA

Unix Network Systems – Famssoft Inc., Fremont, CA