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## OBJECTIVE:

An IT role providing desk-side or remote customer service and technical support, with a service-focused, customer-facing company. Ideal roles in Help Desk, Network Operations Center or On-Site IT Staff.

## SKILLS:

- PC system refreshes, Windows 7 migrations, backups, moves and repairs at Frost Banks, Railroad Commission of TX, Whole Foods Market HQ, TX Workforce Commission, TX Education Association, Bank of America, WaMu/Chase Bank, Seton Hospitals, Hilton Hotels, and Unisys MSC. Performed routine system imaging and deploying with proprietary scripts, Symantec Norton Ghost, Microsoft Migration and Deployment tools (USMT).
- Builds, upgrades, maintains, troubleshoots and repairs PC computers, printers, scanners, tape backup systems, optical drives, USB accessories, docking stations.
- Assembles, installs and configures twisted-pair, and 802.11a/b/g wireless networks, including cables, restraints, routers, hubs. As contractor, installed CAT5e networking cable, and punched down 110 and 66 blocks and T568A/B jacks for projects in AISD facilities. Professionally trained and supervised by Certified Networks of Austin, TX.
- Quickly adapts to shifting SLA requirements, learns new applications including proprietary call logging and trouble ticket environments. Proficiently uses Microsoft Office Suite, Word, Excel, Outlook, Internet Explorer, MS Works, WordPerfect, Lotus Notes, and Eudora.
- Documents and tracks technical issues using Rodopi, Remedy, SAP, Unisys SRMS, NimBUS, FootPrints and UniCenter HelpDesk ticketing environments.
- Diverse range of operating environment experience, including IBM System/370 Mainframe (3090 Series), Windows 3.1, 95, 98SE, NT 3.51, NT 4, ME, 2000, XP, Vista, Windows 7, Linux, Citrix, Nagios, Veritas, Solar Winds, NOCOL, Remote Desktop, and Microsoft Active Directory.
- Proven proficiency in HTML, TCPIP, SMTP, NNTP, POP3, IMAP, FTP, DUN, and PPPoE. Configures dial-up, network properties, email clients and DSL modems.
- Types 70 WPM. Excellent attention to detail and superior organization and record keeping skills. Strong experience with multi-line telephone, headset and voice-over-IP applications.
- Mastered Dell DCSE training programs in hardware and software, equivalent to A+ Certification.

## CERTIFICATIONS:

Dell DCSE "DSP - Customer Experience V.2.5 Certification" - 2007  
Dell DCSE "Foundation 2007 Desktops"  
Dell DCSE "Foundation 2007 Portables"

## TECHNICAL WORK EXPERIENCES:

Aug 2008 – Present     **Linden Consulting**     PC Repair and Service

- Home-based business, full service PC and laptop repair, upgrades, electronics recycling.

May 2014 – Nov 2014     **ABBTECH**     L3 PC Refresh Technician

- Member of Central Texas Team, Replaced old PCs and peripherals or upgraded to Windows 7.
- Serviced sensitive regional Frost Bank and Wayne Fueling Corporation sites.
- Assisted Team Lead in unpacking new equipment, inventory, staging, disposal of old equipment.
- Data migration, Drive imaging, Drive wiping, application installations.

Jul 2013 – Nov 2013     **ARC Staffing**     Help Desk and PC Refresh Technician

- Managed Help Desk phones, gave desk-side care, and Windows 7 upgrades with drive imaging, application installations and data migration.
- Positioned at Railroad Commission of Texas (RRC), Office of Attorney General (OAG) and Texas Department of State Health Services (DSHS).
- Created and fulfilled tickets using Track-It! and Remedy systems.
- Installed and managed GoPrint pay-to-print system and enterprise printers for public areas.

Sep 2011 – Jul 2012     **SmartSource / Barbeau Enterprises.**     Team Lead and Desktop Specialist

- Performed Team Lead role for removal of G4 server from bank's equipment rack.
- Unpacking, Staging and installation of new Windows PCs at Austin area Chase Banks under supervision of Insight Direct Inc.
- Network configuration of upgraded Dell PCs at Kleinfelder Construction and Engineering.
- Wiping old PC hard drives and packing of old equipment for disposal.

Jan 2012 – Mar 2012     **Whole Foods GHD / Insight Global**     Active Directory Technician

- Manually created and configured domain accounts and access privileges for new and existing employees appropriate to their roles in Microsoft Active Directory for the Enterprise-level Windows Server 2008 network.
- Programed web-based automation for my task using Javascript to double production.

Sep 2011 - Apr 2012     **GO2IT/CCSSI**     Computer Deployment Technician

- Unpacking, Staging and installation of new Lenovo Windows 7 PCs at Austin area Hilton Hotels under supervision of Worldwide Technical Services for IBM Computers Corporation.
- Wiping old PC hard drives and packing of old equipment for disposal.
- Standing by in an on-call basis, for emergency assist to teams working at area Best Buy stores and Hilton Hotels.

Oct 2010 – Dec 2010     **COMSYS**     PC Replacement Technician

- Staging and installation of 800 new Windows 7 PCs at TX Education Association offices under supervision of on-site Northrop Grumman staff
- Migration of user settings and data using USB flash drives, verification of data migration.
- Routine installation of special applications, installation of custom peripherals.
- Wiping of old PC hard drives and packing of old equipment for shipment

Sep 2010                      **SmartSource / ValCom**                      PC Replacement Technician

- Staging and installation of 90 new Windows 7 PCs at ADP Headquarters under supervision of on-site staff.
- Migration of user settings and data using USB transfer cable, verification of data migration.
- Occasional installation of special applications, installation of upgraded video cards.
- Packing of old equipment for shipment.

Aug 2009 – Oct 2009    **Insight Global**                      Field Technician

- On-site hardware and software PC Technician at Unisys MSC Call Center.
- Responsible for urgent response for 500 Dell PCs and corporate software installations.
- Performed deskside visits, hardware and software troubleshooting in lab, PC redeployment.

July 2009                      **Barbeau Enterprises**                      Bank Conversion Technician

- Converted a Washington Mutual Bank for Chase Manhattan Bank acquisition under supervision of Insight.
- Inventoried obsolete equipment, packed and collected for auction pickup.
- Unpacked and installed new printers, keypads, scanners and money handling equipment.

May 2009 - Jun 2009    **Northrop Grumman**                      NOC Computer Operator

- Contracted by Amarn Search, Inc. to work in Northrop Grumman's Austin Network Operations Center for their client, Texas Health and Human Services.
- Continuously monitored outage events of client's servers and network components using SolarWinds, NimBUS and Veritas. Ticketed events using FootPrints and Unicenter HelpDesk.
- Acted as single point of contact to coordinate response to network and resource outages.

Feb 2009                      **Connexion Systems**                      Bank Conversion Technician

- Converted a Washington Mutual Bank for Chase Manhattan Bank acquisition and dismantled an obsolete branch location under supervision of Siemens.
- Inventoried obsolete equipment, packed and collected for auction pickup.
- Unpacked and installed new printers, keypads, scanners and money handling equipment.

Nov 2007- Sep 2008    **QualxServ**                      PC Technician

- Contracted by Eagle Eye Services, Inc. and Byerly Diversified, Inc. to work as a QualxServ on-site PC Technician of over 500 Dell PCs at City of Austin offices and Austin businesses.
- Acted as sole customer-facing representative of Dell Computers while at the worksite.
- Inventoried parts, distributed and manage workload, replaced motherboards and power supplies, reflashed and configured BIOS, asset tags, handled reshipment of old parts back to Dell.
- Accommodated customers and expedited special requests. Projects documented using Microsoft Excel and Adobe Acrobat forms.

April 2007                      **Manpower Professional**                      PC Replacement Technician

- Contracted to work under IBM supervision at Farmer's Insurance offices to perform approximately 100 PC change/move requests at new office location.

Feb 2007 – Mar 2007    **Insight Global**    PC Technician

- Contracted to work under Unisys supervision at Texas Workforce Commission offices to replace approximately 800 Dell motherboards and power supplies, flash service and asset tags into BIOS.

Dec 2005 – Jan 2006    **TeleNetwork, Inc.**    Level I Technical Support

- Mastered comprehensive technical details while successfully resolving issues for customers of 18 outsourced dialup and DSL Internet service providers. Supported email, webmail and FTP.
- Expertly fielded, researched, tracked, reassigned and resolved customer issues.

Aug 2005 – Dec 2005    **Unisys (Apex)**    IT Department Help Desk

- Single point-of-contact service desk agent for Chicago Public Schools staff and administrators.
- Monitored networks using Nagios and managed Active Directory accounts in Citrix environment.
- Supported applications, configured software installations and expedited network account creation.
- Provided Remedy ticket status and functioned as client liaison to network engineers.

Mar 2004 – May 2005    **Harte-Hanks**    Customer Service Rep (CSR)

- Achieved average volume of 65 calls per day from Samsung cell phone customers.
- Skillfully mentored customers in configuring their phones, and cheerfully answered questions.
- Accurately resolved documented issues using troubleshooting, and escalated calls as required.
- Arranged for phone repairs and provided repair status to customers.

Oct 2002 – Jan 2003    **Onramp Access**    Technical Support Rep

- Promptly resolved business and residential technical support incidents by phone and email.
- Promptly processed new applications, monitored company and hosted servers and network.
- Monitored company servers and network for internal problems and external attacks.

Apr 2002 – Oct 2002    **Harte-Hanks**    Customer Service Rep (CSR)

- Responsible for inbound customer service calls for Microsoft X-Box products and promotions, and technical support calls for Siemens Wireless telephones in large, multi-client call center environment.

Jan 2002 – May 2002    **E. Comm. Advantage**    Customer Service Rep (CSR)

- Performed outbound customer service quality confirmation calls for SBC Communications DSL customers and outbound election reminders for Texas political candidates in large, multi-client call center environment.

Jun 2000 – Feb 2001    **Illuminati Online (IOCOM)**    Customer Service Tech (CST)

- Swiftly resolved business and residential technical support incidents by phone and email.
- Promptly processed new applications, monitored company and hosted servers and network.
- Contributed to development of company intranet and public websites and customer help pages.
- Alternated high-volume day shifts with self-supervised weekends & evenings.

Sep 1999 – Apr 2000    **Netsolve**    Network Operations Agent

