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OBJECTIVE:

An IT role delivering help desk, break/fix, desk-side or remote technical support, with a service-focused, customer-facing company with opportunities to mentor others and advance within the company.

KEY SKILLS:

- PC Deployment Technician, Data Migration, Imaging, Desk-Side Break/Fix, Help Desk, Customer Service.

CERTIFICATIONS:

- Dell DCSE "DSP - Customer Experience V.2.5 Certification" - 2007, Desktops and Portables.
- Comparable to A+ Certification.

TRAINING & EDUCATION:

- Certified Networks, Inc. of Austin TX. Network Installation, Cable-Pulling, Block Punch. Twisted-pair, wireless, routers, hubs, switches, CAT5e, 66/110 blocks, T56aA/B jacks.
- Madison College, Madison, WI aka MATC. Data Processing & Liberal Studies. 8/20/1989-5/19/1992
- Dean's List. 48 Associate Degree and Liberal Studies credits.

OFFICE SKILLS:

- Types up to 70 WPM. Excellent attention to detail and superior organization and record keeping skills. Filing, document scanning and retrieval. Strong experience with multi-line telephone, headset, voice-over-IP applications.
- Ticketing systems including Service Now, Remedy, SAP, Unisys SRMS, UniCenter HelpDesk, NimBUS, FootPrints SRT, HDI, Rodopi, Quest Kace. Triage and prioritization of ticket queue.

IT SKILLS:

- Self-employed to build, upgrade, maintain, troubleshoot and repair PC computers, printers, scanners, virus and malware management, perform data migrations to new computers.
- Designed and administered websites and email services for several small businesses and groups.
- Proficiently administers and uses Microsoft Active Directory/Group Policy, Exchange Server, Microsoft Office Suite, Office 365, OneDrive, Box, MS Works, WordPerfect, Lotus Notes, Open Office and Libre Office.
- Network Troubleshooting: HTML, TCP/IP, NNTP, PING, Traceroute, SMTP, POP3, IMAP, FTP, DUN, and PPPoE. Configures email clients, dial-up, network properties, and DSL modems.
- PC system refreshes, Windows 7/10 migrations, backups, moves and repairs. Internal moves and changes (IMAC). System imaging and deployment with proprietary scripts, Symantec Norton Ghost, Microsoft Migration and Deployment tools (DMA / USMT / WET). Administration of Microsoft Active Directory. Proficient in using scripts, writing JavaScript, DOS BAT, PowerShell and BASH. Password resets in AD.
- Diverse range of operating environment experience, including IBM System/370 Mainframe (3090 Series), ROSCOE, Windows 2000, XP, 7, 10, macOS, Red Hat/Ubuntu/Mint Linux, Apache Server, MySQL, PHP, Nagios, Veritas, Solar Winds, NOCOL, Chef, CHOCO, VPN: Citrix, VNC and various Remote Desktop.

- Quickly adapts to shifting SLA requirements, learns new applications including proprietary call logging and trouble ticket environments.
- Major clients and worksites: Artech (Kyndryl/WPP), Cognizant (Facebook/Meta), AISD, Bank of America, Dell, Frost Banks, Hilton Hotels, Northrop Grumman, Railroad Commission of Texas, Samsung Wireless USA, Seton Hospitals, Texas Education Association, Texas Health and Human Services, Texas Workforce Commission, Unisys MSC, Washington Mutual/Chase Bank and Whole Foods Market HQ.

TECHNICAL WORK EXPERIENCES:

Nov 2021 – Jun 2022 **Artech Information Systems, LLC** Helpdesk / Desktop Support Consultant

- Sole on-site Desktop Support Representative (contracted to Kyndryl/WPP) for a group of marketing companies housed in adjacent offices. Approximately 300 seats on-site plus 300 remote workers.
- Performed annual refresh of Macintosh and Windows 10 PCs per corporate imaging process.
- Deployed new equipment by FedEx and in-person appointments. Received old equipment for wiping and reuse/retirement.
- Provided support for use of facilities as movie set, corporate gatherings and conference room A/V.
- Performed daily duties walking the premises, testing network speeds, server room temperature, validating Xerox multipurpose printers, setting up work-spaces for visiting employees.
- ServiceNow system used for incident ticketing and inventory of computer equipment.
- Accomplished complex Smart Hands tasks as assigned by senior network and infrastructure staff.

Aug 2021 – Jan 2022 **Cognizant Technology Solutions U.S. Corporation** Enterprise Service Technician

- Help at Supplemental Services (Help Desk) support for Meta/Facebook.
- Remote troubleshooting hardware and a wide variety of internally-developed software and ticketing tools.
- Network Printers, Apple and Windows computers managed by Active Directory, Chef, Choco.
- Hardware imaging, provisioning, password resets, new hire on-boarding and security management.

Aug 2008 – Jan 2021 **Linden Consulting** PC Repair and Service

- Home-based business, full service PC and laptop repair, upgrades, electronics recycling.
- Troubleshoots and repairs all hardware, power supplies, motherboard, CPU, storage, network.
- Troubleshoots and repairs data issues, operating system, applications, virus and spyware.
- Backup and migration of user profiles and documents to new PC systems.

Nov 2019 – Dec 2020 **Kforce Inc.** PC Technician

- Contracted to perform Windows 10 PC Refresh for HHSC – Health and Human Services Commission of TX
- Staged and distributed new laptops and monitors for pickup by remote workers, Assembled accessory kits.

Mar 2020 **FieldNation** PC Technician

- Contracted to perform Windows 10 PC Refresh for HHSC – Health and Human Services Commission of TX
- Verified newly imaged PCs, Installed updates, Staged PC for distribution to remote workers.

Nov 2019 **ObjectWin** PC Technician

- Contracted to perform Windows 10 PC Refresh with Data Migration for ERS – Employees Retirement System of Texas.
- Inventoried old PC with Quest Kace, Imaged new system, Migrated documents and replaced old PCs.

July 2019 – Aug 2019 **Abacus Technical Services** PC Technician

- Windows 10 PC Refresh with Data Migration for TX Commission on Environmental Quality (TCEQ).
- Involved in all phases; unboxing, inventory, asset tagging, SCCM imaging, staging, installing equipment and peripherals, migrating user data, installing applications, desk-side support with end user, wiping and recycling old equipment. Documentation of MAC, serial and asset numbers associated with user.
- Strict adherence to client's SLA, software licenses and government security requirements.

- Feb 2019 - April 2019 **Brooksource / Technical Youth** IT Field Technician
- Contracted to perform Windows 10 PC (Tablets and Mobile Stations) Migration and Desktop Support for Ascension IT at Seton/Dell Children's Hospital of Austin TX.
- Jan 2019 – Feb 2019 **Raas Infotek** Desktop Support Engineer
- Contracted for Windows 10 PC Refresh and Desktop Support at NXP Semiconductor of Austin TX.
- Jun 2014 – Mar 2020 **ABBTECH** PC Refresh Technician
- Replaced old PCs and peripherals or upgraded to Windows 7/10 at Frost Bank and Wayne Fueling Corporation sites with Data migration, Drive imaging, Drive wiping, application installations.
 - Assisted Team Lead in unpacking new equipment, inventory, staging, disposal of old equipment.
- Jul 2013 – Nov 2013 **ARC Staffing** Technician
- Handled Help Desk phones, gave desk-side care, and Windows 7 upgrades with drive imaging, application installations and data migration.
 - Assignments at Railroad Commission of Texas (RRC), Office of Attorney General (OAG) and Texas Department of State Health Services (DSHS).
- 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.
- Feb 2007 – Mar 2012 **Insight Global** Field Engineer / PC Technician
- Feb 2007: 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.
 - Aug 2009: 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 desk-side visits, hardware and software troubleshooting in lab, PC redeployment.
 - Feb 2012: Manually created and configured Whole Foods MarketsHQ domain accounts and access privileges using Group Policy.
 - Maintained new and existing employees appropriate to their roles in Microsoft Active Directory on Windows Server 2008 network hive.
 - Doubled production by programming Javascript assistant to update AD through PowerShell.
- Sep 2011 - Apr 2012 **GO2IT/CCSSI** Technician/Consultant
- Unpacking, Staging and installation of 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.
 - On-call standby for emergency assist to teams working at area Best Buy stores and Hilton Hotels.
- Oct 2010 – Dec 2010 **COMSYS** Professional Consultant
- 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

July 2009 **Barbeau Enterprises (defunct)** Bank Conversion Technician

- Converted Washington Mutual Banks for Chase Manhattan acquisition for Insight USA.
- Inventoried obsolete equipment, packed and collected for auction pickup.
- Unpacked and installed new printers, keypads, scanners and money handling equipment.

May 2009 - Jun 2009 **AMARX Search** NOC Computer Operator

- Northrop Grumman contractor in Texas Health and Human Service's Network Operations Ctr.
- 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.

Mar 2009 – Jul 2009 **SmartSource** Associate

- 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. Subcontracted to ValCom.

Feb 2009 **Connexion Systems** 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 Field 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.

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. 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

- Single point-of-contact agent monitoring servers, routers and network integrity for thousands of client internet protocol devices in global Network Operations Center (NOC).
- Served as common liaison between clients and additional contacts during outage events.

Oct 1997 – May 1998 **Dell Computer Corp.** Senior Customer Service Tech (CST)

- Accurately resolved hardware and software issues in a high-volume inbound call center.
- Specialized in Optiplex and Dimension product lines for corporate account customers.
- Promptly dispatched service calls and parts per SLA for a diverse variety of service contracts.

REFERENCES:

Viviana Pequeno	Brooksource	Sr Tech Recruiter	(512) 270-3058
Colleen Hawkins	ABBTECH	Sr Tech Recruiter	(703) 450-5252
Jesse Garcia	TX Railroad Comm	IT Supervisor	(512) 484-3222
Jason Crowe	TX Education Assc.	IT Supervisor	(877) 552-4832
Amanda Conklin	COMSYS	Recruiter	(512) 651-9878
Rick Pour	SmartSource	Recruiter	(888) 832-7823
Lori Jordan	AMARX Search	Recruiter	(858) 578-6050
Alison Elrod	Insight Global	Recruiter	(214) 755-5687
Angeline Santos	Barbeau Ent. Inc	Recruiter	(925) 829-7474
Mark Rivera	Siemens	Supervisor	(312) 446-2383
Sherry Byerly	Byerly Diversified	Recruiter	(717) 341-1136
Josh Thacker	Apex	Recruiter	(972) 550-9191
Corey Aiken	Harte Hanks	CS Supervisor	(512) 845-7239
Sherrie Atkinson	Onramp	Human Resources	(512) 322-9200
Beverly Williams	IOCOM	Human Resources	(512) 462-0999
Advanced HR	Dell Computers	References Service	(888) 367-5837