

JEREMY L. THOMPSON

1083-8 Stowell Drive • Rochester, NY 14616 • (585) 723-1722

E-mail: jeremy@erewhon.us

OBJECTIVE

To further my IT career in a position that challenges my skills daily and provides me the opportunity to grow, both professionally and personally.

EDUCATION

Certifications:

- A+
- Network+
- MCP: Windows 2000 Professional
- MCP: Windows 2000 Server
- MCSA: Microsoft Certified System Administrator
MCP ID#:2675958

Oct. 2001 – May 2002

Computer Education Services Corporation

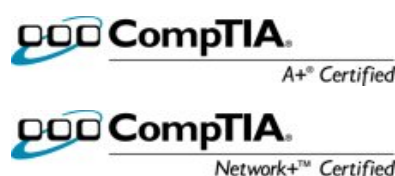
(Formerly IKON Office Solutions)

1200 C Scottsville Road • Rochester, NY 14624
(585)235-1190

Tech 2000 MCSE Program

Classes Completed:

- Administering Windows NT 4.0
- Windows 2000 Networking & OS Essentials
- Supporting Windows 2000 Professional & Server
- Supporting a Windows 2000 Network Infrastructure
- Implementing & Administering Windows 2000 Directory Services
- Preinstalling and Deploying Windows 2000 Professional
- Designing a Secure Windows 2000 Network
- Designing a Windows 2000 Networking Service Infrastructure
- Deploying & Managing MS Internet Security & Acceleration Server



WORK EXPERIENCE

EDS

Nov. 2002 – Present

Integrated Solutions Support Center

855 Publishers Parkway • Mail Stop 0855-02C
Webster, NY 14580

Oct. 2004 – Present

Remote Desktop Management Team

Remote Tier II/III Systems Administrator

- Assisted in reinventing the RDM team from the ground up, increasing remote ticket closures from 700+ tickets per month to over 3000 tickets per month in less than one year.
- Provided remote Tier II and III level client support
- User Account, Infrastructure and Asset Administration via:
 - Novell, NT 4.0 and Windows 2000/2003 Active Directory
 - Peregrine Asset Center
- Provided advanced troubleshooting support for tickets escalated within the RDM team and tickets escalated to the Tier III Desktop queue.
- End user infrastructure migration support including:
 - Migration of email accounts from Exchange 5.5 to Exchange 2000
 - Migration of user accounts from Windows NT to Windows Active Directory
- Managed tickets escalated to the Tier III Desktop queue and the RDM team on a “first-in-first-out” model within the RDM queue structure, ensuring that they were handled within the contracted level of service.
- Daily scheduled mentoring with the junior members of the RDM team.
- Assisted the RDM Team lead with the day to day operations of the team and assumed these responsibilities in their absence.
- Facilitated information sharing between the RDM Team and other Service Delivery groups by attending weekly conference calls and working closely with other advance support groups and engineering to identify and resolve ongoing and potential technical issues within the environment.
- Technologies Supported:
 - Remote dial connectivity
 - Nortel VPN Client Connectivity over Dial-Up and Broadband
 - SecurID Smart Card Authentication
 - RIM Blackberry Handheld Device
 - Account maintenance
 - Desktop Manager software installation and configuration
 - Handheld configuration and connectivity
 - Operating System and Application Installation, Configuration and Technical Support Including:
 - Microsoft Windows XP
 - Microsoft Office Suite 2000/2002/2003

Knowledge Owner

- Created and maintained procedural documentation for the RDM Team
- Worked closely with the RDM Team lead to modify, streamline and publish RDM processes on a continual basis.

March 2003 – Sept. 2005 **Disaster Recovery Administration/Business Continuity
Subject Matter Expert**

- Created, published and maintained all related documentation
- Continually updated and tested DRA procedures
- Ensured that all DRA policies and procedures for the group were in line with broader EDS and Xerox company policies
- Provided training to other team members regarding Disaster Procedures

**Technical Support Center • Extranet Service Desk • Xerox Blackberry Service Desk
Xerox Technical Environment Resource Management (X/TERM) Service Desk**

Jan. 2004 – Oct. 2004 **1st Shift Lead**

- Assisted the Team Lead with day to day activities of the service desk
- Assisted in the training of new service desk personnel
- Created new composite training plan that encompassed all supported services
- Created knowledgebase documentation as new supported services came on-line
- Worked with the Team Lead to ensure that the service desk met monthly contractual Levels of Service
- Ensured that required 1st shift activities are completed on a daily basis
- Communicated any ongoing issues to the incoming 2nd shift

Oct. 2003 – Jan. 2004 **2nd Shift Lead**

- Acted as a liaison between day-time management and the 2nd shift
- Ensured that required 2nd shift activities are completed on a nightly basis
- Communicated any ongoing issues to the incoming 3rd shift

Nov. 2002 – Oct. 2004 **Systems Admin. Assoc.**

- Provided phone based Tier I/II support for over 60,000 Xerox users across North America
 - Technologies Supported:
 - Network Infrastructure and Remote Server Monitoring
 - Remote dial connectivity via Dial-Up Networking and Broadband
 - SecurID Smart Card Authentication
 - RIM Blackberry Handheld Device
 - Operating System and Application Support Including:
 - User Account, Infrastructure and Asset Administration via:
 - End user infrastructure migration support including:
 - Phone Based Desktop and Laptop Hardware/Software Troubleshooting
 - Mainframe access and systems support

Aug. 2002 – Oct. 2002

ISSG (Information Systems Support Group)

300 E. Magnolia Blvd., Suite 400 • Burbank, CA 91502
(818) 846-4774

HSBC/Getronics Installation Sub-Contractor:

- De-Installed PCs, Keyboards, and Printers.
- Installed and Configured Windows NT workstations (PC, Keyboard, Monitor, Mouse).
- Installed and Configured Xerox and HP laser printers both locally and on the network.
- Inventoried De-installed equipment for later pick-up.
- Coordinated with team members and branch personnel to test and troubleshoot newly installed equipment.

Oct. 1992 – Jan. 2002

Tops Markets Inc.

500 Elmridge Center Drive • Rochester, NY 14612
(585) 227-3260

Scan Coordinator:

- Managed day-to-day operations of the Price Discipline department.
- Delegated daily tasks to subordinate employees.
- Developed and trained new employees for the purpose of eventual advancement within the department.
- Maintained proper pricing information in store computer systems.
- Coordinated with other department managers to quickly eliminate “customer visible” pricing errors.
- Enforced company policies and New York State laws regarding proper signage throughout the store.

RELATED EXPERIENCE

Expert User:

- Windows 9x
- Windows 2000 Professional
- Windows 2000 Server
- Windows XP Home/Professional
- MS Office (Word, Outlook, FrontPage, and Excel)

Proficient User:

- Adobe Photoshop, Premiere, and Acrobat.