PIERCE BRISDON

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NETWORK LAN ADMINISTRATOR
Microsoft Certified Professional (MCP) / Certified Novell Administrator (CNA)
A+ Certified / Network+ Certified

Highly motivated, client-oriented information technology professional with considerable experience in manufacturing and production environment. Unique analytical problem-solving ability. Exceptional knowledge of and expertise in hardware, software, and applications. Significant LAN administrator expertise utilizing Windows NT, W2k, XP, and UNIX operating systems. Proficient in Lotus Notes, Exchange, and Microsoft Office.

CAREER SKILLS

- ❖ System Specifications
- ❖ Hardware –Installation, Integration, and Evaluation
- ❖ Designing, Developing, Testing, and Implementing
- ❖ Troubleshooting and Problem Solving Skills
- ❖ Customer Service – End Users / Vendors
- ❖ Software Applications and Repair
- ❖ Workstations, Servers, and Peripherals
- ❖ Security Access – End Users / Vendors

PROFESSIONAL EXPERIENCE

Network LAN Administration
- ❖ Consulted with users to assist in determining hardware, software, and system specifications.
- ❖ Modified systems and / or programs based on user and system specifications.
- ❖ Assisted in designing, developing, testing and implementing technical solutions for business applications.

Systems Administration
- ❖ Designed and maintained security access for employees, vendors, and temporary associates to access client accounts, financial standings, and their databases.
- ❖ Provided technical support for 3 sites including Macon, Georgia, Atlanta, Georgia and Addison, Illinois.
- ❖ Supported Ad Hoc reporting for month end reports to various departments for auditing purposes.

Vendor Relations
- ❖ Liaison between business centers and application processing vendors on all application work flow and processing issues.
- ❖ Utilized out-source vendor application processing and facilitated corrective actions for downtime occurrences.
- ❖ Evaluated vendor quality performance through weekly quality audits; analyzed all aspects of vendor application processing to improve processing time and accuracy.

FIRST DATA RESOURCES, Macon, Georgia (Formerly GE Capital)   1996 – Present
Program and run test scripts helping to evaluate and integrate new hardware configurations and provide support of client technologies on workstations, servers, and peripherals. Respond to work request regarding installation, configuration and/ or maintenance of client software and deployment releases, perform new PC installations, troubleshooting, and software repair. Maintain numerous databases with security identifications, passwords, and clearances for all clients. Provide end users with access to email and Internet. Setup and repair computers for new and existing users.

- ❖ Re-designed credit applications for image-based processing; ensured applications were processed in compliance with operating instructions and federal /state regulations.
- ❖ Monitored compliance with vendor service agreement saving $142,000 annually.

EDUCATION

Georgia State University   Bachelor of Science Degree
Computer Information Systems

REFERENCES FURNISHED UPON REQUEST