

Edward Sample

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SUMMARY OF QUALIFICATIONS

IT TECHNICIAN & SALES PROFESSIONAL

Certified, highly skilled technician with in-depth experience in sales, installation, support, and maintenance of satellite communication systems, and ISP/Networking/PC equipment. Unique aptitude for designing, implementing, managing, and comprehensively documenting complex service-delivery programs involving technology, application development, and resource utilization. Well-developed interpersonal, communication, and problem-solving skills, with exceptional ability to maintain a positive work environment and to respond to senior management and other constituencies while working well independently, in a team-oriented setting, and in a supervisory capacity. Technical support engineer for major firms such as Hughes Satellite Systems (Level 3). Recognized by senior management for providing excellent technical support and quality customer service. Willing to travel or relocate.

PROFESSIONAL EXPERIENCE

Systems Engineer / IT Project Director

08/2002-Present

Noxell Solutions Group, Fort Lauderdale, FL

- Designed and maintain web site along with efficiency solutions, marketing strategies, value-added activities, research and planning, project management, coding, design, usability testing, photography, copywriting, and construction of a MySQL database.
- Evaluate new technologies and incorporate them into later proposals and designs.
- Increased sales by skillfully cultivating technology and service solutions.
- Selected as team leader for IT-Management based upon subject-matter knowledge and documentation, communication, and tactical management skills.
- Heavy exposure to the entire creative execution of corporate marketing plans, guided only by minimal directives from management.

Technical Support Engineer III_– Hughes Satellite Systems

01/2002 – 02/2003

Case Manager – Hughes Satellite Systems

09/2001 – 12/2001

Technical Support Level I – Hughes Satellite Systems

02/2001 – 09/2001

The IT Solutions Group, North Lauderdale, FL

- Provided advanced technical support of ISP and satellite equipment installation & maintenance for consumer, corporate, and B2B clients.
- Responsible for senior troubleshooting support during implementation and maintenance of basic networking satellite communications systems for AOL, WorldCom, Earthlink, and Yum Products.
- Implemented and supported integrated software applications related to satellite systems.
- Oversaw/resolved technical issues escalated by supervisors of 200-member lower-level support team.
- Spearheaded troubleshooting of an average of 200 trouble tickets per month.
- Successfully resolved 100% of leve-3 technical issues without requiring further escalation.
- Consistently met all client specified timelines and service level agreement criteria.

EDUCATION

Associate's Degree in Database Administration – Pending 2003

Broward Community College, Fort Lauderdale, FL

CERTIFICATIONS

Hughes Certified Satellite Installer, 2002

The Answer Group / Hughes Satellite Systems, North Lauderdale, FL

COMPUTER SKILLS

Platforms: Windows NT, Windows 95/98/98SE/ME/NT/XP/2000/XP Pro, Working Knowledge of Windows registries/ components, FDISK commands & BIOS Infrastructure. Support NTFS permissions using AGLP, Implement/Secure NT Directory Structures.

Hardware: Install/troubleshoot/support: Servers, Workstations, Desktops, HDDs, RAM, Video/Sound/TV Tuner/NIC Cards, CD-ROM/CD-Rs/DVDs, Printers, Scanner, Token Ring and Ethernet LAN Design, Server and Network configuration.

Software: Install/troubleshoot/support: Microsoft Word, Excel, PowerPoint, Outlook, and Project; Norton Administrator For networks; Adobe Photo Shop; TCP/IP; Internet Browsers, and Third-Party Applications (ISP's, Clients Software Products, & Peripheral Drivers).

HONORS

Recognized by Top Executive for Excellent Technical Support on Satellite Installation Projects, The Answer Group, North Lauderdale, FL 2002

REFERENCES

Furnished upon request.