John A. Collier IV

712.312.3800
JohnCollierIV@yahoo.com

Highly educated, analytical and business savvy information technology professional offering 10 years of progressive experience and strong contributions in diverse phases of networking and help desk management. Strong communicator, capable of building rapport and team cohesion across all levels of staff, management, vendors and customers. Adept problem-solver to bring about creative solutions in challenging, fast-paced environments. Track record of on-time completion of multiple projects simultaneously. Exceptional commitment and passion to company, team and personal success.

EDUCATION

Master's Degree – MBA Project Management
3.70 GPA
Columbia Southern University

Bachelor's Degree in Information Technology
3.50 GPA
Columbia Southern University

Associates of Science in Computer Network Technology
3.82 GPA
Kaplan College
Valedictorian

Courses of Study:

A+ IT Technician, A+ Essentials, Network +, Windows 7-10 Professional, Desktop Troubleshooting, Security +, Microsoft Office 2007-16, Server 2003-16, TCP/IP, Wireless networking, Networking case studies, and general education.

PROFESSIONAL OVERVIEW

Area Energy \ Houchin Community Blood Bank   **June 2019 – July 2020**
(Both contract hires)

NETWORK ADMINISTRATOR \ SYSTEMS ANALYST

- Migration of operating systems from Windows 7 to Windows 10.
- Onsite support for day to day operations.
- Assisting help desk with monitoring support tickets.

ARRC Technology, Bakersfield, CA   **January 2010 - May 2019**
(Managed Service IT Company for over 100 clients in the Kern Co. area.)

HELP DESK MANAGER

- Network Technician supporting several clients in the Kern County area.
- Build and deploy workstations, servers, firewalls.
- Go onsite to address any need by a client or residential user.
- Configure and install servers, switches, and firewalls, etc.
- Train new employees on ConnectWise ticket system and LabTech monitoring.
- Responsible for server backups and data recovery.
- Created policies and procedures for internal ticket workloads.

CERTIFICATIONS

A+ Certified
Certification as of November 2009

Network + Certification
Certification as of August 2013

Security + Certification
Certification as of September 2013

MCSA Certified
Certification as of April 2014

Mitel Certified
Certified as of November 2016

Allworx Certified
Certified as of May 2019

REFERENCES UPON REQUEST