

ANDREA BLAKELY

Summary of Skills	<p>Experienced Systems Administrator and Associate Manager: Certified, experienced Systems Manager, Administrator, and Engineer in the PC Support and Windows Administration arena. Progressive project and resources management; skilled at aligning strategic and operational goals, problem solving, and working with leadership at all levels through analysis and presenting. Certifications: Completed Microsoft Certified Professional (MCP) and Microsoft Desktop Support Technician (MSDST); in process for Microsoft Certified Systems Administrator/Engineer (MCSA/MCSE).</p>	
Technical Skills	Systems	IBM Blade Center, IBM X Series Servers, Windows NT/2000/2003 fast store tape autoloaders, fast store tape libraries
	Networking	Cisco 2500 Series Routers, Cisco switches,
	Server Applications	Citrix Metaframe XPE FR3, Windows Application Center, FileNet Image Software, MS Clustering 2003, IBM Director, Internet Information Server 6, SQL 2000 Enterprise/Standard, MS Terminal Server, Veritas Backup Exec/Netbackup, MS Network Load Balancing, Compaq Insight Manager
	Desktop Applications	Microsoft Office Suite, MS Project, MS Visio, Attachmate, associated server to desktop applications
Employment History	<p>TechCo, LLC, Columbus, OH 2005 – Present <i>Consulting and contracting in conjunction with launching family-owned business.</i> Partner</p> <ul style="list-style-type: none"> ▪ Consult on and assist individual and small-business clients with technology requirements, including developing web sites, creating and maintaining Windows infrastructure, and defining and purchasing hardware and software. ▪ Launched family-owned small business, supporting business planning, proposal development, and vendor evaluations. <p>Information Control Corporation, Columbus, OH 2004 – 2005 <i>Contractor for consulting company focusing on technology and business solutions.</i> Contract Consultant</p> <ul style="list-style-type: none"> ▪ Troubleshoot user and serve issues as a Windows System Engineer for NiSource and Citrix Developer and Administrator for Cardinal Health clients. ▪ Worked in Windows and Citrix environments. ▪ Installed, configured and tested multiple software applications in a Citrix development environment. ▪ Created software installation procedures for client employees. ▪ Coordinated with Enterprise IT team to develop a permanent Citrix production environment for offshore developers in Bangalore, India. ▪ Evaluated over 500 applications and determined functionality and viability for continued use. 	

**Employment
History**
continued

CarShield, Inc., Columbus, OH

1992 – 2004

Consumer products company that underwent multiple restructures during tenure.

Desktop Support Lead (2004)

- Directed five Windows desktop support technicians who supported 3400 Windows desktops and 400 laptops at 40 call centers (700 seats), 200 retail locations, 2 manufacturing plants, and the corporate offices.
- Managed a \$350K budget for the acquisition and upgrade of 250 laptops for sales and operations teams, including testing, rotation schedule, inventory, and data transfer.
- Managed up to 100 trouble tickets per day with a successful completion rate over 90% within 48 hours.
- Maintained inventory documentation of all computer assets to ensure company accurately assessed capital equipment, reducing theft and loss, as well as how auditors categorized equipment in P&L; determined disposal of expired inventory holdings.
- Trained technicians and helpdesk personnel on troubleshooting hardware, peripherals, and software.

Windows System Administrator (2003-2004)

- Designed, implemented and maintained Microsoft SQL 2000 cluster environments to support database instances for internal and external clients.
- Implemented and maintained multiple Citrix Metaframe FR3 environments to centralize and simplify desktop upgrades and reduce technician labor costs.
- Developed IBM Intel blade server infrastructure in conjunction with Citrix Metaframe FR3 to support seamless integration with offshore application.

Manager Point of Sale Systems and Office Automation (2001-2003)

- Managed, designed, developed and implemented a \$3.5 million enterprise desktop computer hardware and software upgrade project.
- Directed 6 Windows desktop support technicians and 5 Windows System Administrators to address the daily technical support issues of operation.
- Managed, designed and implemented \$7 million data center build out for Intel platform project.

Assistant Manager PC LAN Support (1998-2001)

- Managed multiple projects, including POS software upgrade, desktop mapping routing project, corporate building consolidation project and Y2K desktop.
- Developed and deployed all Intel infrastructure projects.

Windows System Administrator (1994-1998)

System Engineer (1992-1994)

**Professional
Development**

Completed **Project Management Professional (PMP)** week-long course, 2004
Offered by Boston Institute in Columbus, OH

Education

DeVry Institute of Technology, Columbus, OH
B.S., Electronics Engineering Technology