

JOHN DI CIURCIO
Cell: (484) 885-7131
E-mail:jadjr@verizon.net

OBJECTIVE

Experienced IT professional with proven track record of superior service seeks Help Desk/PC Support position in order to help company maintain peak efficiency.

PROFESSIONAL CERTIFICATIONS

A+ Certified Professional, Computer Technology Industry Association

.NET Certificate, Penn State University, Abington, PA

Recently completed program to obtain .NET certificate using Microsoft Visual Studio 2008 and the .NET framework 3.5

PROFESSIONAL EXPERIENCE

Help Desk Analyst

2006 – 2009

SEI, Oaks, PA

- Courteously and effectively assisted users via telephone with web site passwords, functions, cookies, and other issues; call volume up to 50 calls per day.
- Recorded all calls and problems in Magic ticketing software resulting in accurate description of application, network, and hardware issues.
- Performed reimaging of PCs and laptops within agreed upon turn around time.
- Walk internal users through setting up rules for Outlook e-mail folders.
- Assisted users with remote VPN access using Cisco hardware and software.
- Performed drive pulls and snapshots of physical and virtual servers supporting server hardening and software upgrades.
- Monitored all systems during off hours and immediately paged appropriate parties with issues that required escalation.
- Performed IPL of all systems ensuring that software upgrades took effect.
- Created MS Office macros in Visual Basic resulting in automation of several tasks.
- Created Access database to assist members of department in looking up vast amounts of information used in daily tasks and training.

Help Desk Operator

2001 – 2006

Montgomery Hospital Medical Center, Norristown, PA

- Handled help desk calls from throughout the hospital; call volume 10 - 20 calls per day.
- Documented help desk calls/e-mails in Blue Ocean ticket tracking system resulting in detailed and accurate description of the problem(s).
- Performed timely imaging of PCs and laptops following scripts on the network.
- Assisted users of SMS Invision with password update requests, maintaining system access to perform vital data input.
- Assisted remote users with PC Anywhere and Citrix Metaframe connections.
- Performed backups of pharmacy, radiology, practice management and network servers ensuring fall back procedures effectiveness.
- Managed daily flow of hospital data which resulted in a steady, continuous availability of crucial departmental data for billing, pharmacy, radiology, lab and patient management departments.
- Created new PC, patient billing, and vendor databases which was instrumental in supporting numerous projects and compliance issues and saved thousands of dollars.

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Desktop Support Specialist/Computer Operator Marketing Systems Group, Ft. Washington, PA

1996 – 2001

- Supported companies PC infrastructure and 40 plus users.
- Prepared PCs for new users with application and network software so new employees were completely ready to begin work on their first day.
- Migrated company from Windows 3.1 to 95/98/NT and thin-wire to CAT-5 cable resulting in faster and more reliable network connections.
- Distributed virus updates to all personnel ensuring network security.
- Maintained archives of all jobs completed by the company on DLT, 4mm and 9-track tape media.
- Wrote and improved upon DCL routines to perform daily tasks, such as restores and backups.
- Developed custom solutions for Microsoft Office users, which dramatically improved productivity.
- Created Microsoft Access database to keep track of PC hardware/software and provide monthly backup activity reports.

EDUCATION

Bachelor of Science, Computer and Information Systems

Gwynedd-Mercy College, Gwynedd Valley, Pa. Cum Laude, GPA: 3.66

Academic Achievements

- Inducted into honor society, Alpha Sigma Lambda, Theta Chapter
- Received program honors in Computer Information Science, Major GPA: 3.74