

# BOBBY DARRIN

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*Dedicated Professional With Successful Experience In Desktop Support And Client Architecture  
And Management Seeks A New Opportunity*

## SUMMARY OF QUALIFICATIONS

- 12+ years' experience in Desktop Support and Client Architecture and Management with expertise in both onsite and remote hardware and software support, LANDesk Administration, and user support and administration.
- Dedicated, hard working individual with the interpersonal communications skills to work at all levels of the organization.
- Exceptional skills in identifying, isolating, and correcting hardware and software technical problems and working directly with the end-user or client in a support capacity.
- Outstanding experience in testing, roll-out planning into various environments, and assisting development teams in client architecture projects.
- Works well in teams or individually to achieve goals and objectives.

## KEY SKILLS

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| <ul style="list-style-type: none"><li>• Planning and implementation of rollouts, OS and software upgrades, and security patches.</li><li>• Installing and configuring new hardware and software.</li><li>• Working with end-users and clients remotely or onsite.</li><li>• NT environment support experience.</li></ul> | <ul style="list-style-type: none"><li>• Team member involved in client architecture projects.</li><li>• LANDesk administrative experience maintaining databases, user access and accounts, and scripts.</li><li>• Assign, utilize, and modify user login scripts and manage network access and security.</li><li>• Perform batch scripting.</li></ul> |
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## COMPUTER SKILLS

<b>Programming Languages And Scripts:</b>	DOS Scripting.
<b>Operating Systems:</b>	Windows 95/98/2000/XP.
<b>Networking:</b>	Windows NT 4.0 Workstations and Servers, Windows 2000 Workstations and Servers, TCP/IP, and DHCP.
<b>Databases:</b>	SQL 2000 Server.
<b>General Software:</b>	Microsoft Word, Excel, Access, PowerPoint, and Outlook.
<b>General hardware:</b>	IBM compatible hardware and dot matrix to laser printers.

## PROFESSIONAL EXPERIENCE

**WILLIAMS COMPANIES**, Tulsa, OK

5/95 – Present

**Senior Systems Support Analyst.** Responsible for all facets of systems support and performing as a member of the client architectural development team.

- Administrator responsible for LANDesk. Responsibilities include but not limited to: Maintaining LANDesk databases (on SQL 2000 server) and keeping current by removing "retired" machines from the database, troubleshooting and support of all facets of LANDesk for users, issuing user rights to the "Remote Control" to push packages and access to the LANDesk database, creating LANDesk scripts for package pushes, and running inventory reports.
- Manage all aspects of Norton Anti-virus that includes performing client pushes, assuring NAV services are running on desktops, and downloading definition files on a daily basis.

**PROFESSIONAL EXPERIENCE** (Continued)**WILLIAMS COMPANIES**

- Manage login scripts by assigning scripts to users, using login scripts to push small changes in the existing environment, and modifying login scripts as needed to perform special tasks.
- Assist as part of a team to develop client architecture. Responsible for testing and planning rollouts to the environment. Key projects worked on was the Disappearing Email (email encryption and expiration), GroupWise to Outlook Conversion, and the Remedy Upgrade. Instrumental in providing all support for team projects of this nature.
- Develop and implement plans for distributing Windows OS security patches, software upgrades, and system configuration changes in a methodical and seamless manner to avoid downtime in daily operations.
- Write and use batch scripting as needed in daily responsibilities.
- Managed all aspects of the Y2K compliance testing as Desktop Coordinator. Key responsibilities were to test all common desktop applications, set up and maintain a desktop Y2K lab, and coordinate with other departments the use of the lab to test their applications.
- Provided Tier II desktop support to corporate users. Responsibilities included troubleshooting desktop and peripheral issues, assisting co-workers with hardware and software questions and problems, and deploying, moving, and setting up PC's when requested.
- Performed application support utilizing CBT (Computer Based Training) to internal and external users and was responsible for on-site CBT training and support to external users.

**PC TECH, Tulsa, OK**

8/91 – 12/94

**Senior PC Technician.** Responsible for support, troubleshooting, and repair of PC's and provided network support for the company.

- Performed PC hardware and software troubleshooting and repair both in-house and on-site and replaced defective computer components as needed.
- Assembled PC components involving hardware and software and assisted customers with operations both in-house and on-site.
- Was responsible for network maintenance and support company-wide. Experienced in network hardware installation and cabling.
- Repaired printers, primarily Panasonic, Epson, and Hewlett-Packard.
- Managed and maintained the company warehouse inventory.

**EDUCATION**

UNIVERSITY OF CENTRAL OKLAHOMA, Edmond, OK

*Bachelor of Business Administration (BBA), Major: Business Marketing.*