

## Andrea Spees – IT Consultant

### Objective

My goal is to help people use existing or new technology to make their lives easier. I am seeking a position that is people-oriented, with a company that values teamwork and enthusiasm. Travel is acceptable and welcome.

### Key Technical Experience

<b>Customer Service</b>	Office 2010	Active Directory	DNS	Quickbooks
<b>IT Planning</b>	Office 2007	Group Policy	Computer Repair	Quicken
<b>Network Admin</b>	Office 2003	WSUS	Virus Removal	ACT
<b>Desktop Support</b>	Server 2008	Spam Filtering	Joomla!	PeopleSoft
Windows 7	Server 2003	Web Filtering	Photoshop	Business Objects
Windows Vista	Server 2000	Backups	Dreamweaver	SQL/MySQL
Windows XP	Exchange 2003	Data Recovery	Google Tools	Blackberry/iPhone
Windows 2000	Exchange Online	DHCP	Sharepoint WSS	Star2Star VoIP

### Work History

#### Regional IT Specialist at McKinley, Inc.

6/2011 – Present – Ann Arbor, MI – (734) 769-8520

- **IT Consultant:** Identifying and resolving IT issues pertaining to programs, network, workstations.
- **Account Access Manager:** Responsible for timely setup of program access and equipment for users.
- **Highlight Projects:**
  - Managed smooth work flow during IT helpdesk outsourcing
  - Managed multi-step projects to bring 7 sites onto VoIP phone system for an average budget savings of \$615/month per site.
  - Used report data to identify a performance gap in a key area, which resulted in a 25% increase in the processing of work orders.

**Technical Environment:** Windows Server 2008/2003, Windows XP/7, Remote Desktop, MRI, Yardi, Track-it, MS Office 2003/2010, Evernote, Sharepoint WSS, Star2Star

#### IT Consultant at Geekazoids LLC Technology Consulting

2/2005 to Present - Ypsilanti, MI - (313) 410-3236

- **Independent IT Consultant:** 175+ home and small business clients. Typically would arrive on-site for emergency IT services, assess situation, create action plan, implement and maintain solutions.
- **Business Owner:** Manager, Payroll Admin, Accountant, Marketing and Sales, Website Builder.
- **Highlight Projects:**
  - Migration of email and file sharing services to Microsoft Online for a financial company.
  - Emergency Data Recovery of a CFO's hard drive during year-end audit.
  - Set up network storage, backup and an e-commerce solution for a retiring entrepreneur.
  - Built Joomla websites to accept donations for 3 non-profit organizations.

**Technical Environment:** Microsoft Windows (all versions), Microsoft Office (all versions), Adobe CS5, retail hardware and software, Quickbooks 2010, Commit CRM ticketing system, Gmail.

### **IT Administrator at Auto-Lab Franchise Management Corp**

11/2010 to 6/2011 - Farmington Hills, MI - (248) 994-0206

- **Customer Service Liaison:** Primary contact between Corporate Office and Customers, Franchisees and Vendors for inquiries and issue resolution.
- **Network Administrator:** Maintenance of local server, hosted services for web and mail, backups and daily data feeds into central reporting interface.
- **Computer Support:** On-site and Remote setup and troubleshooting of Windows, email and hardware for local office and 40 nationwide locations.
- **Website Administrator:** Responsible for image and content updates and all website change requests for corporate website, including Franchise Owner portal for 30+ Franchisees.
- **Web & Print Graphics Designer:** Postcards, flyers, website graphics and email newsletter.

**Technical Environment:** Adobe Illustrator CS5, Adobe Photoshop CS5 and PSE, Adobe Dreamweaver CS5, Windows 2008 Server, Windows 7 and XP, Office 2007, Custom SQL-based reporting tool.

### **IT Administrator at Sisters of Mary/Spiritus Sanctus Non-Profit Organizations**

8/2007 to 2/2010 - Ann Arbor, MI - (734) 930-4229

- **Project Manager:** Planning and execution of IT projects for school and administrative offices. Involved identifying issues, researching solutions, hiring proper contractors, keeping end-users educated on IT systems. Designed the IT infrastructure of a \$25 million 3-floor expansion to Ann Arbor administrative facility in 2009.
- **IT Donations coordinator:** Discovery of low-cost or donated hardware and software solutions for 501c3 status organizations. Saved \$20,000 in internet, cell phone, computer equipment and programming costs in 2009.
- **Network Administrator:** Maintenance of 9 individual Windows 2003 networks, internal Exchange 2003 mail server, Cisco security appliances, 5 websites, as well as active directory, group policies, security, network printing and web filtering for 400 end users.
- **IT Purchaser:** Involved keeping up to date inventories, forecasting future budget needs, keeping abreast of technology trends, developing relationships with vendors, and finding the best quality products for the lowest cost. Purchased \$50,000+ in software and equipment in 2009 with an average savings margin of 40% from retail prices.
- **Website Administrator:** Installed/maintained private Joomla Web server; built and updated company website. Maintained and expanded Sharepoint 2003 WSS intranet portal. Included graphics design and search engine optimization.
- **Computer support:** Provided exceptionally friendly but focused desk-side and remote assistance to 250 end users 24x7. Issues ranged from how-to questions to improving infrastructure.

**Technical Environment:** Windows 2003 Server, Exchange 2003 with IMF Tune spam filter, ESEUTIL.EXE, Cisco ASA 550 firewall routers, Netgear and Linksys routers, Blackberry and WM6 phones, IIS6/PHP5/MySQL/ Joomla!, Photoshop Elements, NTBackup, Donor Perfect, L4U Library Database, WSUS, Kaspersky, Websense Web filter, OpenDNS, Sharepoint WSS, Logmein, DynDNS, XP & Vista, Office 2003/2007.

### **Business Process Analyst at Dominos Pizza WHQ**

1/2006 to 3/2007 - Ann Arbor, MI - (734) 930-3030

- **HRIS Systems Analyst:** Communication bridge between HR and IS responsible for supporting 14,000 global users of PeopleSoft HR and downstream systems. Updated and troubleshoot HR systems and interfaces, defined business processes for Benefits and Payroll.
- **3rd Level Support:** Resolved escalated issues, often used NetMeeting and VNC to troubleshoot remote systems.
- **Systems Upgrade Support:** PeopleSoft HR 8.1 to 8.3 completed in October 2006. Assisted Lead consultant as Scribe and set up conference meetings using NetMeeting and WebEx.
- **Project Leader:** Led a 5 person team that designed, created, and tested a custom PeopleSoft Career Planning module for Dominos Pizza.

**Technical Environment:** Novell Network, Groupwise Email, WinXP OS, PeopleSoft HR 8.1 & 8.3, Office 2003 including Visio, Lotus Notes, SQL (Informix/DB2), SQL Query Analyzer (DB2), SQL Editor (Informix), Toad, NetMeeting, VNC, Remote Desktop Connection, SSLVPN, HEAT ticket system.

#### **IT Administrator at Domino's Farms Office Park**

2/2004 to 12/2005 - Ann Arbor, MI - (734) 930-4518

- **Interim Helpdesk Manager:** Supported 300+ users in Windows and Mac environments. Resolved or delegated all IT issues/requests to team of 3.
- **IT Purchaser:** Talented in quickly rolling out cost analysis, price quotes, vendor selection, acquisition and setup of new technology such as desktops, laptops, communication solutions.
- **Asst. Network Administrator:** Applied updates, anti-virus, and patches to Windows 2000 servers, performed daily and weekly tape backups, administered security with Active Directory, troubleshoot LAN connectivity problems and replaced server hardware.
- **Project Leader:** Successfully setup Palm, Blackberry, and SmartPhone Devices with various synchronization configurations. Ran training classes on network security and archiving email.
- Recognized for excellence in 2005.

**Technical Environment:** Windows 2000 and 2003 Server, Microsoft Exchange Server 2000, Active Directory, Netscreen Firewall, Barracuda Spam Firewall, Cisco Routers, Veritas Server Backup, Windows 98/2000/XP and Mac OS X Clients, Office 2003/2000 including MS Project, NetMeeting, VNC, Remote Desktop Connection, Citrix, OpenVPN, Peachtree, People-Track, Custom ticket system.

#### **Business Process Analyst at Ciber, Inc. (Ford Motor Company)**

2/2001 to 2/2004 - Dearborn, MI - (248) 352-8650

- **HRIS Systems Analyst:** Troubleshoot performance problems, data issues, and inbound/outbound interface problems for Ford Motor Company's PeopleSoft HR and Data Warehousing Global community of 20,000+ users.
- **Systems Upgrade Support:** PeopleSoft HR 7.54 to 8.1 completed in Dec. 2003.
- **Chief Training Coordinator:** created documentation and led HR training seminars.
- Won awards for excellent service in 2001, 2002, 2003.

**Technical Environment:** PeopleSoft HR 7.5 & 8.1, Business Objects 4.1, SQL (Oracle), Toad SQL Editor, AS/400, Office 2000 including MS Project, Ultra-Edit, Custom ticket system (GIRS).

#### **Helpdesk Technician at National Tech Team**

7/1998 to 2/2001 - Southfield, MI - (248) 728-2000

- **Senior Helpdesk Technician:** Phone support for multiple PC network environments for various clients. 2nd Level Resource agent to co-workers. Clients included: AAA, Liberty Mutual, UPS, Lotus Notes, Schmalbach-Lubeca, BankOne.
- **Escalation Support Specialist:** Network monitoring, single point of contact for after hours network issues, outage escalation/management notification, crisis management, issue documentation.
- **Assistant Team Leader:** Learned basic management skills for team of 20 technicians such as Quality Assurance monitoring, leading meetings, and professional conduct.
- Won awards for excellent service in 1998, 1999, 2000.

**Technical Environment:** Microsoft, Novell, Unix, Linux, AS/400, Citrix, Windows 98/2000.

## Education

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April 2000: Oakland Community College - Royal Oak, MI

- Associates Degree in Liberal Arts. Suma Cum Laud with Dean's List Recognition.

## Certifications and Associations

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2011: Lynda.com – Deke McClellan: Illustrator CS5 Fundamentals

2010: Joomla Meetup Group and Plymouth Chamber of Commerce Member

2009: Give Camp 2009 Volunteer: [www.annarborgivecamp.org](http://www.annarborgivecamp.org)

Lynda.com – Basic and Intermediate Joomla! Web Design, Adobe Elements 7, Windows7

2008: Ronald MacDonald House Technical Support Volunteer

Member of the Canton VI Chapter of BNI (Business Networking International)

2007: DiSC – Enhancing Performance through Understanding Yourself and Others

2006: Harvard Business School eLearning: Ethics and Diversity in the Workplace and PeopleSoft version 8 Benefits Administration

2004: **Comptia Network+ Certification:** Microsoft Windows 2000 Network and OS Essentials

2003: PeopleSoft version 8 Security Administration and PeopleTools version 8.4 II

2002: PeopleTools version 8.4 and HIPAA Certification for Ford Motor Systems and Data Security

**References available upon request**