

RICHARD BALLIN

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Targeting Information Support Positions

IT professional with eighteen years' experience in customer service, supervision, and desktop management. Effectively resolves challenging technical issues in an expedited, cost-cutting manner. Quickly adapts to new technology in both team and self-directed settings while coordinating a broad range of computer systems, languages, tools and testing methodologies. Customer focused decisions embrace questions and complaints with clarity, patience, understanding, and courtesy. Implements measures to ensure time and resources are used intelligently and effectively. Collaborates with various project managers, directors and president of our new Cleveland campus on best layout, configuration and use of resources for all technology residing on campus.

Computer Knowledge and Skill

- XHTML, HTML5, CSS, CSS3, MySQL, PHP, Javascript.
- Adobe CS5.5 & CS6. Photoshop, Illustrator, Flash, Dreamweaver, InDesign, Fireworks
- Working knowledge of Networking and computer operating systems i.e. Windows XP, 2K3, Win7, 2k8, 2k8r2, Mac OSX 10.6 plus, VMware Fusion
- Remote Support Administration
- Perform software install using remote access tools
- Working knowledge of Microsoft Active Directory
- PC configuration of user system profiles, i.e. Citrix, Outlook, Internet Explorer
- Microsoft Office Suite 2003-2016
- Hardware Configuration Support
- Cisco Teleconference system support, Polycomm
- Awareness and working knowledge of security technology. Local, network, and application security.
- Printer Support, Full range of HP Mono/Color LaserJet printers as well as Xerox copiers.
- Basic troubleshooting of CISCO switches and network appliances
- SharePoint Administration duties
- Self-study experience available upon request

Experience

Desktop Analyst (2016 to 2016)

Modis Inc. (Lubrizol) – Cleveland, OH

Main responsibilities include responsibilities involve coordinating and maintaining workflow of issues within the care and repair centers. Daily accountabilities are phone and desktop support on both Mac and PC computers and laptops, printers & both Proprietary and Non-Proprietary software and applications.

- Major accomplishments feature providing excellent and thorough customer service with as little downtime for end-user as possible, thereby preventing potential SLA breeches from occurring and decreasing mishandling of items.
- Major accomplishments were that I assume responsibility for all Apple Hardware and MacOS support for company due to my extensive knowledge with that environment.

DSS Analyst (2015 to 2016)

CDI CORPORATION (Case Western Reserve University) – Cleveland, OH

Main responsibilities include scheduling and supervising Student workers at Case Western Reserve University, Care and Repair Centers. Other responsibilities involve coordinating and maintaining workflow of issues within the care and repair centers. Daily accountabilities are overseeing of all repairs done by student workers on both Mac and PC computers and laptops.

- Major accomplishments feature implemented new strategy for incoming work thereby preventing potential SLA breeches from occurring and decreasing mishandling of items.
- Originated the portal breach by identifying potential port scanning of system wide printers from outside sources. Circulated information with Case Western Reserve University Security team for further analyst and who confirmed that scans were being made on network.

IT Desktop Analyst (2009 to 2015)

SOUTH UNIVERSITY – Savannah, GA & Cleveland, OH

Brought South University's Cleveland campus online in collaboration with the greenhouse team in various facets of design, new hire training, layout and setup of hardware. Attends end user help requests through incident tracking tickets, telephone and email. Provides preventive maintenance such as checking peripherals, printers, desktops and laptops for 2000+ local and remote staff, faculty, and students with range of issues on personal computers. Coordinates 30+ technical/mission-critical calls daily and consistently meet high service standards.

- Created four-year strategic plan to restructure existing university-wide IT SharePoint access in order to improve user efficiency with incident tickets, desktop support, email, and general communication.
- Optimized existing standards for university Xerox copiers providing streamlining scanning to email, security, and back-end maintenance.

IT Help Desk Supervisor (2003 to 2009)

TAYLOR, BEAN & WHITAKER MORTGAGE CORP. – Ocala, FL

Responsible for scheduling and supervision of Information Technology Help Desk Support Technicians. Developed workflow, processes, goals and policies to continually improve the quality of customer service and technical service provided to the customers.

- Coordinated interdepartmental cross-training scenarios to promote knowledge transference of technology integration.
- Through training, scheduling and employee retention was able to increase call handle rates by 15 percent.

Customer Service Representative/Technical Support Representative (2000 to 2003)

CINGULAR WIRELESS – Ocala, FL

Assisted customers with a wide variety of support solutions ranging from billing issues to technical issues. Embraced a fast-paced work environment with a customer service focus.

Radioman 3rd Class (1995 to 1997)

UNITED STATES NAVY – Mayport, FL

Coordinated design, set-up and implementation of secure and unsecured voice, tone modulated radio teletype equipment and data communications.

Education

SOUTH UNIVERSITY (2013)
A.S. in Information Technology ● GPA: 3.1

THE ART INSTITUTE OF PITTSBURGH (2014)
Web Design and Interactive Media ● GPA: 3.9

SOUTH UNIVERSITY (2015)
B.S. in Information Technology ● GPA: 3.3

Certifications

CompTIA A+ ID No. COMP10437839