

JANE HARRISON

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SENIOR HELP DESK / TECHNICAL SUPPORT PROFESSIONAL

**Over 10 years of success supporting over 35,000 users globally
at Credit Suisse, SEI Investments and Dow Jones**

- ⇒ Accomplished Senior Help Desk professional with 10+ years experience in Computer Operations, Technical and Help Desk support.
- ⇒ 8 years of progressive computer/network operations experience in large global data centers with mixed computing environment including Unix, Linux, Windows 2X and interconnected mainframe.
- ⇒ 7 years providing Help Desk support to tens of thousands of users worldwide, earning a solid reputation for productivity, complex problem resolution and professionalism.
- ⇒ Excellent communication and diagnostic skills, consistently solve problems and rarely escalate issues.
- ⇒ Proactive self-starter known to initiate process and system improvements to increase system stability and staff productivity.

TECHNOLOGIES

- Windows 9x/2X
- Red Hat Linux
- MVS/ESA
- HP-UNIX
- OS/390
- MS Office 2X
- TCP/IP
- HP Openview
- CISCO Routers
- IBM/AIX 4.1
- TSO
- Netview
- VTAM
- JES2
- SharePoint
- FTP/ NDM
- Remedy
- DPU/MacAfee
- SMS
- MS Exchange
- BMC Patrol
- Active Directory
- Command Post
- Citrix
- VPN/Securid

“Very customer focused, Jane is our ‘go-to’ person for complex issues. She goes out of her way to respond to reported problems and ensure a quick resolution. Her positive attitude makes her a pleasure to work with.”

Infrastructure Manager, Credit Suisse

Professional Experience

HELP DESK TECHNICIAN / ADVISOR

CREDIT SUISSE ✦ PRINCETON, NJ

One of the world's largest securities firms in terms of financial resources.

DEC 2000 – PRESENT

Provided first-level technical support for global IT infrastructure supporting 35,000+ employees throughout the U.S. and overseas. Troubleshoot hardware, software and connectivity issues for a mixed Unix, Linux, Windows and mainframe environment. Additionally supported Expense Processing and E-Procurement, voicemail, telephone and PBX systems. Challenged to provide timely resolutions to support mission-critical application users.

- Achieved highest levels of productivity, handled over 1,000 calls per week averaging 200+ calls daily.
- Noted for achieving the highest level of first-call resolution.
- Earned solid reputation for resolving complex issues and providing exceptional customer service.
- Promoted to assume additional responsibilities as Technical Advisor providing guidance to Help Desk staff.
- Assisted users with policies and procedures for PDA and mobile computing.
- Provided special assistance to support remote access in adherence to company standards.
- Escalated issues as needed and maintained communication with customer and Technical teams. Extensively utilized Remedy to record and track issues.
- Independently designed new staffing schedule to improve nighttime coverage and reduce cost of overtime.

SEI INVESTMENTS ✧ WAYNE, PA**JUN 1997 – JUL 2000**

Leading global provider of asset management and investment technology solutions processing almost \$50 trillion of investment transactions annually through its 21 offices in 10 countries.

SYSTEM OPERATIONS ✧ JAN 1999 – JUL 2000

Promoted to support worldwide system and network infrastructure consisting of 20 Windows NT servers and 6 Unix servers interconnected with mainframe through Cisco routers. Investigated and resolved performance issues demonstrating strong diagnostic skills across multiple platforms.

- Proactively identified potential areas for wide system outage and initiated analysis and resolution.
- Independently resolved recurrent system lockup issue through diligent research.
- Monitored all master hardware and performance consoles. Resolved issues with DPU Gateway, Hubs/Routers/Circuits, AS/400 and Support Center Voice Response Unit. Maintained critical data feeds.
- Coordinated and implemented Change Control in collaboration with technical teams.
- Optimized systems performance and spool utilization. Responded to system hardware/software error messages, storage and hardware configuration problems.

SUPPORT CENTER ANALYST ✧ JUN 1997 – JAN 1999

First point of contact for user community of 2,000 plus an additional 1,500 users representing 40 of the nation's leading banks.

- Played key role in reengineering Support Center to improve responsiveness and customer satisfaction. Established best practices in Server and Network support and trained technical staff.
- Authored Service Level Agreement for internal/external customers for user/security administration.
- Initiated Shift Turnover report to continue customer communications for unresolved issues.
- Selected to create new procedures to improve department productivity and train new team members
- Solely responsible for Windows 2000 Server and mainframe-based user security. Added new users and provided access to databases and system functions. Setup and supported connected peripherals.
- Supported clients during 24-48 hour Disaster Recovery tests assisting with migration to DR site.

DOW JONES AND COMPANY ✧ PRINCETON, NJ**AUG 1990 – JUN 1997**

Leading publisher of the world's most vital business and financial news and information.

Successive career progression through computer and network operations into Help Desk support:

Computer Operator – 1990 – 1991	✧	Network Operations – 1991 – 1992
Senior Network Operator – 1992 – 1994	✧	Help Desk Specialist – 1994 – 1995

LEAD HELP DESK SPECIALIST ✧ 1995 – 1997

First level support for 40-server Unix-based system interconnected with mainframe supporting 13,000 global users.

- Problem-solved issues with PC clients, Server hardware/software, mainframe and Dow Jones online products. Provided first level administration of Unix based email systems.
- Launched user feedback survey based on input from Help Desk Institute to gauge customer satisfaction and support Continuous Improvement.
- Consistently recognized for *Superior Performance* and featured in Dow Jones newsletter.

Education & Credentials

Harris County Community College ✧ Harris, NJ ✧ Network Administration

LANOPS ✧ Bensalem, PA ✧ Windows Workstation and Server, Networking
COMPUTEACH ✧ Yardley, PA ✧ MCSA 2000 certification course

Villanova University ✧ 2003

Intensive training in Database Fundamentals, Financial Planning, Software Engineering, Client/Server