

Technically sophisticated professional with a talent for managing complex IT support operations, implementing technology improvement initiatives and aligning technology services to meet corporate goals. Collaborate with business partners and end-users to analyze and interpret needs, and manage technical resources to devise solutions. Accurately assess project requirements and implement effective action plans to complete projects on time and on budget. Solid history of success in planning, installing, and supporting complex Windows-based 2000 / 2003 / 2008 enterprise node networks utilizing Cisco Network, Citrix and SQL technologies. Excel at interfacing with employees, vendors, and management to convey complex technologies easily and across a variety of skill levels.

## AREAS OF EXPERTISE:

- **Helpdesk Support Strategy Implementation**
  - **Network Infrastructure, Server & Exchange Administration**
  - **Disaster Recovery & Contingency Management**
  - **Systems Configuration & Implementation Strategies**
  - **Network Resource Monitoring & Repair**
  - **Full Lifecycle Project Management**
  - **System Operations & Process Improvement**
  - **User / Team Training & Support**
- 

## TECHNICAL PROFICIENCIES

---

- Certifications:** CompTIA Network+, CompTIA A+, MCP Microsoft Certified Professional MCSA Windows 2003/2008, Certified Technician Dell Desktop and Notebooks, Citrix Administrator, Exchange
- Platforms:** Windows 95 / 98 / 2000 / NT / Vista / XP / Windows 7, Microsoft Server 2000 / 2003, Citrix, Active Directory
- Tools:** MS Office (Word, Excel, Access, PowerPoint, Outlook), Front Page, Internet Explorer, Norton Antivirus, McAfee Enterprise, Norton Ghost, Oracle, SQL, Crystal Reports, Witness, SMS, CA
- Network:** TCP/IP, LAN / WAN protocols
- Hardware:** IBM / HP / Dell Workstations, Laptops, and Servers, SCSI devices, Routers / Switches, PC peripherals (printers, scanners), Network WAN / LAN resources
- 

## WORK EXPERIENCE

---

**Vertex Business Services, Atlanta, GA\UK ..... June 2008 – July 2009**

### Sr. On-Site Specialist

Performed complex installation, unusual maintenance repair and support of computer hardware; primarily PCs and Servers linked by a wide-area network in a call center environment. Developed programs, maintained systems and utilities for LAN/WAN. Performed troubleshooting tasks and resolved complex systems problems, including coordination between users and communications network components. Provided network, client and server equipment support. Maintained and helped to enforce company policy with regards to computer and related systems including system confidentiality and software licenses. Provided timely installation and setup support for specified new and existing equipment and systems as needed. Worked in a Call Center environment for Georgia Natural Gas.

### **Key Achievements:**

- Surpassed company objectives by proactively documenting all Click2Coach recording processes, and Security Building access forms and processes, as well as documenting all server backup processes and Building Security Access forms.
- Played key role in establishing procedures for creating and deleting network user accounts to meet network security requirements.
- Implemented workstation procedure for user's computer to back up key documents and data automatically.

Alliance Data, Atlanta, GA/Dallas, TX ..... Aug 2001- June 2008

Atlanta Team Lead

Worked in a 24/7 Call Center environment for Georgia Natural Gas. Served as key resource in the building, training, mentoring and the ongoing day-to-day operations of the local Helpdesk Team. Implemented the on-call rotation for the local Helpdesk Team. Resolved and completed tickets, Imacs, and projects to keep them within the allotted time frames. Aligned local IT processes to coincide with Corporate PCS processes. Kept all ITS supported PCs patched and in compliance, while following strict change control procedures when making changes to the network environment. Responsible for all the Network, Citrix and Exchange servers in the local call center. Setup all User IDs for new associates from ID to mail and security building FOB access. Wrote documentation on Click2Coach backups, Security building FOB forms, as well as Disaster Recovery documentation.

**Key Achievements:**

- Credited for developing automated process for installing security updates and software packages using Microsoft SMS, which replaced WSUS.
- Implemented Active Directory Migration Rollout in Atlanta from Windows 2000 server to Windows 2003 server to coincide with enterprise wide rollout.
- Managed process to built new user PCs and laptops while securing data integrity during migration.
- Maintained knowledge of firm's existing applications and services, including supporting and deploying Oracle, SQL, McAfee Enterprise Antivirus, Citrix, Symantec Ghost, and Cisco VPN technologies.
- Played a key role with the implementation of Citrix Presentation Manager to better control PCs.
- Recipient of over 30 spot awards and accommodations

UtiliPro, Inc., Atlanta, GA ..... July '99 - 2001

NT Administrator/Sr. Helpdesk Engineer II

Primary responsibilities included setting up new user accounts, adding them to the appropriate groups based on department, adding them to the domain along with issuing passwords and log-in names in a Call Center environment for Georgia Natural Gas. Assigned rights and permissions to files and directories on a Windows NT Server, as well on user rights on SQL Server. Updated the NT server with the new and current software packages when needed. Confirmed that all workstations were Y2k compliant. Tested, installed, maintained and provided support for all Microsoft products along with any other software on the file server.

**Key Achievements:**

- Credited for streamlining the support helpdesk by adding support desk procedures and software.
- Recipient of the highest award, the RAVE Recognized Achievement and Valued Events Award for outstanding performance and superior achievement

Centers for Disease Control (CDC), Atlanta, GA..... Sep. 96 – July 99

LAN Administrator/Network Support

Worked on contract performing Network Support for DHAP and IRMO ISS Departments. Primary duties included providing Microsoft & Novell network support for over 1,000 users in a multi-site, multi-server environment (500+ servers). Responsible for several domains, RAS, and user accounts. Served as domain administrator for NT 4.0 server and backup network administrator for Novell 4.0 server. Added and deleted users, modified user configuration and menu options for software and applications as required. Installed, configured and relocated LAN and workstation hardware including servers, printers, modems, boards, memory, disk drives, CD-ROMS, etc. Tested, installed, maintained and provided support for all Microsoft products and all software on the file server. Served as an initial point-of-contact for LAN users. Triaged and resolved problems with operating systems and user operations. Provided user training and orientation of software packages installed on the LAN environment.

Alvin R. Dunlop, Jr

678.498.4003 adunlop357@gmail.com

1025 Rose Creek Dr., #620329 • Woodstock, GA 30189

---

---

**EDUCATION / DEVELOPMENT**

---

Control Data Institute (Computer Operations), Atlanta, Georgia ..... Dec. 86  
Certified, Computer Programming and Operations (Completed 2 year Program Course in 1 year)

Carroll College (Computer Science), Waukesha, Wisconsin ..... May 85

STS. Peter and Paul High (High School Diploma), St. Thomas, USVI ..... May 83

Cisco CCNA Training Track – Sept 2010

Microsoft MCSE Training Track Dec 2010