

CRYSTAL SOULLIER

Sr. Information Technology Technician

Location: Haverhill, MA

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Senior IT Technician with over 8 years' experience servicing upward of 280 or more on-premises and remote users, encompassing all areas of technical need. Coordinated and negotiated with external vendors to provide services for project completion, in addition to, forecasting of anticipated expenses, licensing, upgrades and invoice reconciliation. Suggested innovative procedures that streamlined internal cross-departmental communication and through leadership, contributed to successful team virtue.

Highlights

- Exemplary analytic problem-solving skill; able to identify problems, establish and implement corrective processes
- Over 5 years' experience cultivating substantial relationships with colleagues and vendors, promoting integrity and respect
- Demonstrated exceptional organization and attention to detail with aptitude to multitask, prioritize and delegate tasks; carefully reporting on areas for improvement
- Articulated written and oral communication; able to synthesize and deliver complex information to diverse audiences
- Established charismatic ambience with knowledge sharing & experience through opportunities to provide training to others
- Exhibited technical proficiency utilizing 20 years of personal experience troubleshooting and resolving technology issues

Achievements:

Received recognition for taking initiative, organization & accomplishing positive improvements.
Completed Project Management training from EXECT business training.

Qualifications

Vendor relations	Mobile administration	Printer administration
Organization	Telecommunication (device/portal)	Application/SAAS support
Troubleshooting	Communication (email/messenger)	End-user support
Documentation	Internal administration & reporting	Audio/visual support
Record-keeping/audits	Expense analysis & solutions	Project leadership
IT procurement	Inventory management/EOL disposal	Change management
Mentor/coaching	e-Discovery	SAP/ERP support
Reverse engineering	Learning management system (LMS)	Facilities projects
Digital signage	Server & user backup/restoration	2-factor authentication

Technology

Windows	Ivanti	ManageEngine/PMP	Symantec	OKTA
Macintosh	JAMF	Zendesk	McAfee	CoreLIMS
iOS/Android	Dameware	Jira Service Desk	Sophos	PDP
Chromebooks	LogMeIn/G2M	CSS Remedy	Kaspersky	Tableau
Google e-Suite	TeamViewer	SNOW (SAM)	Cisco (VPN)	PLM
Office/Office 365/OWA	SCCM	ShoreTel	SonicWall (VPN)	LaserFiche
Lotus Notes/ADH (Citrix)	Kaseya	Cisco (phone)	AT&T (VPN)	e-Fax
Active Directory/LDAP	Desktop Central	Avaya	BOSCH (BAS)	DocuSign
VMware/vSpear/Horizon	Dell KACE	Siemens	BlueWave (BAS)	Avatar
Wireless/LAN	Wyse/Teredici	LifeSize	Acronis T.I.	Salesforce
Sharepoint	OnDemand	Global Meet	Norton Ghost	Image Silo
Camtasia/Jing	Bitlocker	Easy Vista	PXE (image)	Snagit
AutoDesk Vault (server)	TrueCrypt	Visio/LucidChart	TMN Access	Adobe
MFP/Dymo/Zebra	Entrust IDG/PGP	Hangouts/Meet	Slack	Skype/Lync

Experience

- HelpDesk Support Specialist**, H.H. Brown Shoe Company Andover, MA 12/2018 – 5/2019
 Notable Accomplishments:
- Developed cost effective strategies saving over \$10K per year on mobile plans
 - Provided suggestions for proactive maintenance of equipment, cross-departmental lunch & learns and vendor-led trainings
 - Established detailed master list of hardware present at all locations; all vendors/contracts with active dates/status; detailed printer list covering all active devices at office location
- IT Service Desk Specialist (contractor)**, Winter Wyman at Cell Signaling Technology (bio-medical) Danvers, MA 4/2018 – 12/2018
 Notable Accomplishments:
- Supported leadership executives to end-users, meeting support/recording/live stream & video editing
 - Lead projects and worked closely with external vendors
 - Established vendor-led software training sessions for end-users
- Sr. Help Desk Technician (contractor)**, Winter Wyman at The MENTOR Network N. Andover, MA 9/2017 – 4/2018
 Duties: Directed and assisted call center volume to resolve or escalate issues to appropriate support teams. Utilized portals and tools to complete password resets, unlock accounts, VPN and Internet diagnostics and computer setups.
- IT Analyst (contractor)**, Technical Needs Incorporated at Parker Hannifin Corporation Haverhill, MA 12/2016 – 7/2017
 Notable Accomplishments:
- Acknowledged workflow inconsistencies; comprehensively analyzed current processes to present improvement solutions
 - Provided organization, structure and creativity to completing tasks & goals as a team and individually
 - Improved overall reputation of IT team and restored trust in utilizing the ticket system for issue resolutions
- Team Lead, Network Services**, WellPet LLC Tewksbury, MA 7/2015 – 7/2016
 Notable Accomplishments:
- Identified and documented needed security upgrades, mobile phone policies & agreements, workflow issues & area for improvement, training opportunities, frequent & reoccurring issues, current processes of tasks and issue resolutions
 - Built reputable relationships with several vendor representatives for researching, purchasing, scheduling and troubleshooting of goods and services; assisted in supervising, identifying and rectifying issues as needed; functioned as liaison for finance & vendors for invoicing and payment reconciliation
 - Maintained and updated spreadsheets of tasks & responsibilities, checklists, current & forecasted department expenses, vendor contact list, system databases & portals, forms and issue logs
 - Managed corporate cellphone purchases/upgrades of lines or devices, inbound or outbound line transfers, suspensions, plan changes for International travel, feature additions, data usage monitoring of 7 sub-accounts; assisted with lost, damaged or replacement of devices, e-mail setup on device, and troubleshooting device issues
 - Administered assistance to on-site, remote, plant & international teams; conducted new hire orientation and interviewed potential candidates for open IT positions
- Sr. Help Desk Support (contractor)**, Operation IT at USAlliance F.C.U. Woburn, MA 11/2014 – 7/2015
 Notable Accomplishments:
- Increased positive team moral, cohesion and overall department reputation company-wide
 - Improved team communication by 10 percent by engaging team involvement, project updates, recurrent structured meetings and minutes
 - Promoted cross-departmental collaboration to improve workflow and achieve common goals
 - Established vendor relationships and researched competitive pricing, delivery dates and terms of sale; negotiated contracts for all offices and branches across 4 states
- Sr. Technical Support Engineer & Escalations Representative**, Kaspersky Lab (application support) Woburn, MA 3/2013 – 3/2014
 Notable Accomplishments:
- Built strong relationships through superior customer service of anti-virus products and troubleshooting of issues via e-mail, phone and remote assistance
 - Directed projects, conflict and issue resolution, designed workflow diagrams, content for partner sites, knowledge base documentation and proofreading.
 - Taught and coached individuals throughout project phases and professional skill development.
- Asst. Training Coordinator & Application Support**, Recomind Incorporated (e-Discovery) Norwood, MA 11/2011 – 3/2013
 Notable Accomplishments:
- Assisted planning and administering learning management system (LMS), developed training content, formal training seminars, on-boarding and group training sessions for e-Discovery platform.
 - Provided application support to customers via ticket system and phone; troubleshoot, reverse engineer and work closely with the development team to resolve issues.

Education

B.S., Management of Technology, Wentworth Institute of Technology, Boston, MA, 2011
 A.S., Business Administration, Massasoit Community College, Brockton, MA, 2008