



JACQUELINE BARLETTA

Business Woman and Proud Geek

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EXPERIENCE & HIGHLIGHTS

As a Network Systems Administrator at RNP in Shelton, I handle the day-to-day flow of information technology for 15 locations throughout Connecticut. My support leaves staff confident with my skill set and in resolving problems in a timely fashion. With excellent communications I can work well with all end users at various technical ability and as a team player. Focus on maintaining quick resolutions and detailing outcomes in the help desk ticketing system, making sure all aspects of hardware and software are functioning from dispensing pumps, printers, computers, a/v equipment, Active Directory, Exchange Administrator, Horizon VM Clients, and supporting over 300+ users needs. My job ensures critical computer systems and medical files, remain active and never fail.

- Software/Hardware all aspects of computing
- Support MS Office versions 2003-Office 365 Administrator, Windows Server, Windows OS 2007-2010, Active Directory, MS Exchange, Remote Desktop
- Implement an electronic Health Records System/support State websites for required software for health data/Maintenance and Calibration of Methadone pumps
- Radmin and RDP remote connect for user support and resolutions
- Configure/deploy Zero Clients/VMware
- Train employees with new technology
- Install/configure VPN Software for staff
- Endpoint Antivirus/Malware resolutions
- Enter resolutions in a Spiceworks Helpdesk Ticketing system
- Install setup of computers, software, cell phones printers, networking, sig pads, audio visual equipment, routers, switches, dispensing pumps, cameras and new technology.
- Manage the Printer DCA for over 200 printers/toners and maintenance
- Datto backup system and data recovery
- A liaison with vendors
- Great communication skill set/written and oral

Favorite Quote from Steve Jobs:

Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking and don't settle.

MOST PROUD OF:



My Family

Persistence, Loyalty, Work Ethic

I work until problems are resolved, I stayed with a company in troubled times, and work as a great team player, I am loyal!

STRENGTHS:



Hard Working, Problem Solver, User Experience, Customer Service, Technology, Motivator

EDUCATION:

- Sacred Heart University, Information Technology
 - Waterbury State Technical College, Data Processing Technology
 - University of Connecticut Micro Computer Literacy Certificate
 - American Institute of Technology – network certification
 - Computer Processing Institute, Diploma
 - Data Processing Specialist - Computer Concepts 1981-82
 - Holy Cross High School, Diploma, Business Studies - 1980
 - Awarded Scholarship: The American Institute of Technology, NY
 - Upgrade, Repair, Maintenance & Troubleshooting 2.1 CEU's
 - Networking Personal Computers 2.1 CEU's
 - Westcon Systems Corporation, NY - Novell Authorized
 - Service and Support for the Novell Network
 - Advanced System Manager Course
 - System Manager Course
 - National Connectivity Symposium - Digital Consulting
 - Nynex/IBM Personal Publishing Office Automation Connectivity Forum
 - Supervising Staff - Fred Pryor Seminar
- Various courses for DE-escalation, Work environment.
***Obtaining my Networking A+ certification soon.

Network Systems Administrator

Recovery Network of Programs in Shelton, CT

11/2015 – Present
11/2014 – 07/2015

Network Coordinator
Network Administrator

- Level 1 Support for 15 offices in the Shelton/Bridgeport area in all aspects of software and hardware/networking
- Assist the Director of Information of Technology with daily needs to maintain the company's computing resources and provide End User Support

Technical Support Specialist

07/93 -11/2014

Connecticut

- Part-time self-employed solution professional.
- Well versed in a variety of common operating systems.
- Able to articulate complex technical concepts/problems to varying technical understanding users.

Network & Desktop Support Help Desk

2/07 – 03/08 Eastern Bag & Paper Co. in Milford, CT

- Level 1 desktop support for users
- Windows Server 2003 support
- Computer upgrades/repair
- Network printer installation
- Installed new computers for company users
- Created documentation library on installation

PC Lan Administrator

01/91 - 7/93 Purdue Frederick Company in Norwalk, CT

- Level 1 desktop support for users
- Responsible for wide area networking
- Supervision of PC LAN Assistant
- Network installation including operating systems

A Day in My Life

