

# ERIC HORBINSKI

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## WORK EXPERIENCE

**Deskside Support Specialist (Contract)**                      *SC Johnson & Sons*                      09-02 – Current

- perform desk-side support for escalated trouble tickets for software, hardware, network and printing issues
- examine and repair PC hardware and peripherals (Xerox & HP scanners/printers and Dell desktops/laptops)
- administered Windows NT and Windows 2000 file and print servers in an NT4 Domain environment
- led a campus-wide workstation refresh involving over 1500 clients

**Deskside Support Specialist (Contract)**                      *Johnson Controls*                      4/01 – 8/02

- install Lotus Notes R5 and Norton AntiVirus to 400 clients, troubleshooting configuration and replication issues
- selected to travel to Michigan-based business unit headquarters to evaluate project feasibility
- developed and deployed departmental windows 2000 workstation images for desktops and laptops

**Helpdesk Analyst (Contract)**                      *Jefferson Wells International*                      12/00 – 3/01

- participate in helping create policies and procedures for a growing IT department
- create and maintain Lotus Notes and Windows 2000 Active Directory user accounts

**High Availability Team (Contract)**                      *GE Medical Systems*                      7/00 – 12/00

- conduct second-level support over the telephone, via ReachOut and on-site for all helpdesk escalations
- monitor network servers and routers/switches and respond to outages during a 24x7 support window (on-call)
- participate in various projects including SMS client installation and package deployment, webcast administration

**Technical Support Analyst (Contract)**                      *American Family Insurance*                      8/99 – 6/00

- administer over 15,000 end users, including corporate desktop and remote dial-in laptop and agency staff
- remotely service Windows NT servers using PC Anywhere and MS NT tools (user/server manager)
- support Lotus Notes, MQ Series, and JetDirect connectivity from AS/400 mainframe, Netware and Windows NT

**Associate Support Engineer**                      *Sitel Media and Technology Services*                      8/98 - 8/99

- support network connectivity, mail and file servers for large international corporation
- conduct a variety of administrative and managerial tasks as Team Lead Assistant

**Technical Support Agent**                      *Department of Information Technology, University of Wisconsin - Madison*                      12/96 - 5/98

- provide succinct verbal and written solutions to non-technically inclined clients
- participate in ongoing training program including VMS mainframe application support

## EDUCATION

University of Wisconsin - Madison : Bachelor of Arts                      December 1998

Majors: Chinese Language & Asian Studies with a Concentration in Business