

ERIC HORBINSKI

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2517 South Howell Avenue #3
Milwaukee, WI 53207
(414) 460-8518

OBJECTIVE

To attain a position as a senior support analyst or desktop engineer.

HIGHLIGHT OF QUALIFICATIONS

Over 7 years of helpdesk and desk side support experience
Motivated to proactively identify and address current and future needs
A proven track record as an efficient and creative problem-solver
Friendly demeanor and the ability to communicate with techies and non-techies
Develop and document procedures to transfer knowledge to clients and team

GENERAL SKILLS AND EXPERIENCE

HARDWARE: Dell Desktops and Laptops, Compaq Desktops and Laptops. Xerox, HP, Canon and Epson printers. Palm and PocketPC-based handhelds.

SOFTWARE: Windows 9x-XP, MacOS 8-X, variants of Linux. Microsoft Office (95-2003), Visio (5-2002). Lotus Notes (4.6-5). Microsoft and Cisco VPN. Internet Applications (web, email, ftp, nntp, telnet, etc). Panagon Filenet. Hyperion. Peoplesoft.

NETWORKING/ADMINISTRATION: TCP/IP suite, IPX/SPX, NetBIOS. Wireless networking (WEP and LEAP). NT Domain / Active Directory security models. Novell 5 NDS. Terminal Services / Citrix Metaframe. Lotus Notes ID generation. Exchange Mail Servers. IIS 5. MySQL databases. Cold Fusion and PHP scripted web-sites.

DEPLOYMENT: Senior analyst assigned to campus-wide workstation refresh; Lead Technician on Lotus Notes R5, Norton AV 7.5 deployments; developed corporate and departmental workstation images to reduce deployment time and total cost of ownership. Familiar with scripting installs and SMS / Tivoli deployment architectures.

CERTIFICATIONS: Dell Certified Technician. Pursuing MCSA / MCSE and I-Net+

WORK HISTORY

SC Johnson and Sons (Adecco), Racine, WI
Desktop Support Technician 09/02 – Current

Johnson Controls (Spherion), Glendale, WI
Desktop Support Technician 04/01 – 08/02

Jefferson Wells International (Spherion), Milwaukee, WI
Helpdesk Analyst 12/00 – 03/01

General Electric Medical Systems (Adecco), Milwaukee, WI
High Availability Team 07/00 – 12/00
(monitored servers and network equipment globally with a 24x7 on-call rotation)

American Family (RHI Consulting), Madison, WI
Technical Support Analyst 08/99 – 06/00

Sitel Media and Technology Services, Madison, WI
Associate Support Engineer 08/98 – 08/99

University of Wisconsin – Madison, Madison, WI
Technical Support Agent 12/96 – 05/98

EDUCATION

University of Wisconsin – Madison
Bachelor of Arts – Chinese Language / East Asian Studies

AFFILIATION

Alpha Kappa Psi Business Fraternity (Madison chapter) 09/96 – 12/98
Positions held : Bylaws Chair, Social Chair, Chaplain

-References available on request-