

JOHN C. REISSIG

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Certifications, Skills, and Proficiencies

- Adobe Acrobat & CS3 Suite
- Apple Macintosh OS X
- Active Directory & Server 2003
- Blackberry and BES support
- CompTIA A+ Certified
- Cisco IP Telephony
- Dell 2008 & 2009 DCSE Certified
- HTML
- VPN/RDC
- Windows 9x/Me, 2000/XP, Vista

Work History

QUALXSERV, Knoxville

03/08 – Present

Field Technician

- Responsible for the installation, problem diagnosis and repair of a wide range of information technology hardware including personal computing systems, servers, printers, satellite systems and other related peripherals.
- Maintain Dell Certified Systems Expert Foundations certifications.
- Earned sign on bonus for superior level of activity within first week.

HOLROB, Knoxville

10/07 – 06/08

Information Technology Support

- Support Windows 2003 Exchange Server and Active Directory services.
- Support Cisco IP telephony including hardware and web UI, for user management and voice mail.
- Support 3 locations. Diagnose and troubleshoot user and system issues.
- Initialize and support Blackberry mobile phone synchronization with BES and Blackberry Manager and Exchange.
- Collaboratively develop IT infrastructure and methodologies for future technology implementations.

ONE STOP PC REPAIR, Knoxville

Field Technician

Troubleshooting and repair of PCs, PC Networks, servers, hardware, software, and peripherals.

04/07 – 10/07

- Networked room of 5 Mac OS X consoles to an OS X Server complete with permissions and rights
- Troubleshot and repaired surveillance system with web access monitoring and recording ability
- Diagnosed and repaired everything from printer incongruities to \$120k servers.

KNOXVILLE RECYCLING COALITION, Knoxville

04/07 – 09/07

Driver/ IT Support

Supported small PC network for this non-profit environmental agency. Collected and redeemed recyclables.

- Conceived of and developed Excel tracking system to uncover inefficiencies in current logistical operations and recommended cost-saving alternatives.
- Played key role in daily operational decisions.
- Served as the company's primary hardware, software and network support technician. Troubleshot computer-related difficulties and prevented costly repairs from outside vendors.

IDEARC MEDIA INC., Knoxville

03/06 – 02/07

Premise Sales Representative

As part of aggressive sales force, responsible for selling \$10K into the Knoxville area's first *Verizon Yellow Pages*.

- Aggressively sought target customers via both cold calls and warm leads. Analyzed their unique needs and customized solutions to fit current and future objectives.
- Consistently exercised superior customer service and follow-through.

Education

- A.A.S., Database Administration, Pellissippi State Technical Community College, Knoxville, Tennessee
 - Currently attending
- B.A., Marketing, Oswego State University of New York
 - *Concentration: International Studies*
- A.A., Humanities, Onondaga Community College, Syracuse New York