

Homer Odell Anderson
3243 Shasta Dr.
Columbus, Ohio 43132
614-668-1384
Odell_anderson2001@yahoo.com

Experience:

June 2005 – Present
Expesite LLC,
Client Support Analyst

Directly responsible for assisting, troubleshooting and responding to incoming emails and phone calls from a 20,000 user database of clients. Response time varies from 10 minutes to no longer than an hour. Researching knowledgebase database for existing solutions and adding new solutions. Excellent customer service skills and troubleshooting techniques required. Knowledge of network topologies and verbiage a plus. Management skill sets a plus as I have several employees that work for me. Small office environment but huge results as we are known and have been acknowledged for our outstanding client satisfaction awards. Excellent follow-up and communication skills.

April 2005 - June - 2005 Accloche' Consulting
Tech Support/Network Admin

Responsible for Installation and Maintenance of workstations and servers for three different companies on a contract basis" Ross Labs, Nationwide, and Blue Cross Blue Shield. Including but not limited to Installation of OS's (Novell and Microsoft), troubleshooting servers and workstation issues, Connectivity issues with IP/IPX and TCPIP Protocol. Assisted with Training Classes for up to 50 users on a continual basis.

09/2004- April 2005 KForce/Gates McDonald/ Nationwide
Helpdesk Support Analyst

1. Provides technical support to diagnose, analyze, research and resolve moderately complex computer problems for internal and external customers. Responsible for recognizing, researching, isolating and resolving problems with information systems products and services.
2. Executes problem and change management to end users for moderately complex PC, server, or mainframe applications and hardware.
3. Leads the preventative maintenance, troubleshooting, root cause analysis, and resolution for moderately complex technical problems in order to ensure user satisfaction. Researches, develops, and recommends technical alternatives utilizing advanced and/or new technology to support functional requirements and/or problem resolution for end user systems.

06/02/04 - 09/04: Image One Consulting
Division Helpdesk Analyst Tier 2*

Responsible for answering Helpdesk Calls and Tickets via web based help desk ticket systems (Remedy and Service Request 98 via Lotus Notes R5*), on Win98, 2000 and XP workstations. I have experience with Active Directory and experience integrating desktops into active directory environment. Directly responsible for performing remote diagnosis and troubleshooting, configuration and maintenance of VPN networks. Responsible for fixing PC hardware and software problems; conducting on site visits where required. Performing setup and deployment of new hardware and software; maintaining asset tracking system for all IT related assets.

11/24/03-03/08/04 Calltech Communications Hillard, Ohio
Technical Support Representative

- . Responsible for Inbound Technical Support of calls on DSL and Router support Tier I and II support
- . PC support of Winxp, Win98, Win200, win98se, MacOS10, on configuration and troubleshooting issues
- . Determine whether or not issues need to be escalated to Tier III support
- . Monitor calls via AS400 and Remedy Helpdesk Ticket Systems
- . Follow calls as necessary to configure and or install various software packages
- . Worked in conjunction with Interland for Web hosting Issues
- . Router configuration, maintaining IP. Gateway and Subnet Mast router issues
- . Had to sometimes login customers router to resolve issues for them
- . Responsible for assisting users with loading antivirus software and spam protection

. Configure Dialup networking for dialup and DSL issues. Worked mostly with Netopia Routers and Westell and Speed stream cable modems. Followed necessary troubleshooting guidelines step-by-step to ensure proper resolution

**10/02 - 11/03 Verizon wireless Columbus, Ohio
Technical Support Representative**

* Responsible for resolving Network Communication / PC related issues concerning the maintenance and configuration of the Windows XP, 2000 & Windows98 Operating Systems.

* 24 hour support of Helpdesk assignments and follow up on ticket resolution in a timely manner with the support of Network Tier II analyst.

* One-on-One training of network related issues with new hires training them on performance and procedures.

**09/01- 10/02 UNEMPLOYED
10/97 - 09/01 COMPUTER CORP Atlanta, GA
Technical Support Engineer**

Directly responsible for the technical support of enterprise servers and workstations in call center environment and assisting field service engineers in the installation, configuration, and troubleshooting of NT and Novell servers.

Assisted with support in Hardware, Software, Diagnostics, End User Support of OS Problems and System Updates.

Responsible for maintaining certification status per guidelines proved by Novell and Microsoft.

Install and configure Hardware and Software for all Compaq Server Support Teams.

Provide Technical Support for Netware/Microsoft NT servers and workstations.

Responsible for running various lab environment tests on issues that field service engineers have been having issues with to assist them in finding a resolution.

**07/94 - 10/97 GEORGIA DEPT OF PUBLIC HEALTH Atlanta, GA
Senior Network Engineer**

Perform Network Management Monitoring:

Telecommunications monitoring 100-150 nodes

Router problem diagnostics utilizing CISCO routers

Monitor networks

Troubleshoot, install and configure CISCO routers, switchers, HUB and CSU/DSU units.

Troubleshoot and configure routing protocols (IP, IPX).

Implement and support web, mail, file and application servers.

Directly responsible for the installation and management of file servers, comm servers, network software, workstations, printers and NIC cards.

Assisted, trained new LAN administrators on setup of user accounts and also training of workgroup managers.

EDUCATION:

1977-1981 OHIO WESLEYAN UNIVERSITY Delaware, OH

Studies: General Curriculum, Art, Psychology, Chemistry and Foreign Languages

1985 - 1986 JONES COLLEGE Jacksonville, FL

Studied: Data Processing and Computer Programming

Certificate of Completion

Awards and Acknowledgements:

Exposite S.T.A.R Award winner for 1st Qtr 2006

HDI Support Center Analyst Certification November 2007

St Vincent's Family Centers Community Service Volunteer 2007-2008