

# **Britt H. Bouknight**

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## EDUCATION

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

*Master of Science in Information Technology Auditing & Cyber Security, to be awarded August 2015*

UNIVERSITY OF PHOENIX, Philadelphia, PA

*Bachelor of Science, Information Technology, Awarded June 2003 | GPA: 3.45*

## EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, PA

January 2006 - Present

### **Senior Technical Support Specialist, Computer Services**

- Daily supervision of a 10-person staff and four student workers to ensure customer satisfaction by providing guidance on password policy, insuring prompt phone response within three minute allotted for Service Desk's SLA, and escalating technical issues to the appropriate departments on campus.
- Monitor 20 university systems servicing 37,000+ students, faculty and staff to identify all system outages and communicate outages thru Change Management escalation process to Senior Management per established Service Level Agreements.
- Prepared documentation to illustrate imaging process with Microsoft Deployment Toolkit and trained 8-person staff to utilize custom USB boot disks to image desktops and laptops on an ad hoc basis.
- Assisted infrastructure staff to revise documentation and beta test the implementation of Symantec's PGP drive encryptions software during 2010 for the Service Desk Laptop Loaner Program.
- Collaborated with third party vendor in 2013 to create the Remedy 8.1 testing/production environment on eight servers and provided server hardening.
- Initiated Service Desk imaging process improvement for 40 computers by moving from manual deployment cart setup to an automated Active Directory and increased Service Desk efficiency by 98 %.

YOH IT SUPPORT, Wilmington, DE

February 1998 – February 2004

### **Helpdesk Analyst/Desktop Support, Computer Services**

- Provided IT Technical Support and Asset Management services for Zeneca and InRange.
- Started out as computer delivery personnel servicing multiple locations in PA and DE and promoted to Asset Management Technician within 3 months.
- Recognized as employee of the 2<sup>nd</sup> quarter by YOH Account Manager in 1998 due to exceptional review by customer for handling additional duties added to project beyond the scope of a delivery initial contract.
- Conferred with senior management and Purchasing to reconcile \$1.5 million of legacy hardware orders existing in the Vantive call tracking system within 3 months during 1<sup>st</sup> quarter of 1998.
- Performed daily configuration and troubleshooting for Disaster Recovery tests on InRange Channel Extenders.
- Performed daily ad hoc restoration of functionality to 5,000 field representatives ordering databases via pc anywhere sessions.
- Managed assets for multiple laptop upgrade projects worth approximately \$2 million for Zeneca to insure enterprise operational improvements.

## CERTIFICATIONS

Apple Certified Mac Technician (2012), CompTIA Security+ (2010), Microsoft Certified Systems Administrator Windows 2003 (2009), Microsoft Certified Professional (2006), CompTIA A+ (2006), CompTIA Network+ (2006), UNIX System Administration Certification (2000)

## SKILLS

Programming Languages: SQL, Visual Basic 6, C/C++, HTML, JavaScript, PowerShell, UNIX

Software: Windows 2003/2008 Server, Microsoft Deployment Toolkit, Windows XP/Vista/7/8, Office 2003/2007/2010/2013

Hardware: Servers, Storage Area Networks, Channel Extenders (8100/8200/9801/9811), Channel Directors (CD 9000/FC9000)