

# Sukhvinder S.Bedi

56 Banbury Ct, Holland, PA 18966

(C) 215-518-5712 (E-mail) [sukhibedi@gmail.com](mailto:sukhibedi@gmail.com)

## EXPERIENCE

TEMPLE UNIVERSITY, Philadelphia, PA

April 2012-Present

### ***Technical Support Specialist, Library Technology Services***

- Provide daily technical support to two University Libraries' labs with over 150 workstations.
- Create and deploy MS Windows & Mac OS computer images using Symantec Ghost & DeployStudio respectively.
- Oversee on-site installation, repairs, upgrades, and software support for two University Libraries' public labs.
- Supervise and train 20 student workers on proper client interaction procedures and protocol.
- Assist in managing student employment budget of \$80K.
- Troubleshoot and resolve campus network and security related issues by working directly with Network and Information Security Services departments.

RIDER UNIVERSITY, Lawrenceville, NJ

October 2006-January 2012

### ***Help Desk Specialist, Office of Information Technology***

- Provided technical assistance for a private university serving 5000 undergraduate and graduate students.
- Assisted students, staff, and faculty with inquiries related to computer login, Blackboard, video/audio equipment, and printing issues on a daily basis.
- Worked as a project manager for creating Knowledgebase content for 1 year. The content was published on the department website upon completion and consisted of over 200 answers to commonly asked questions relating to Blackboard, E-mail, network issues, and printing.
- Performed on-site repairs, hardware support for University-wide Dell Laptop program.
- Generated weekly reports of HelpDesk calls and communicated issues and solutions to improve customer service to senior management.

TUSCULUM COLLEGE, Greeneville, TN

August 2004-September 2006

### ***Help Desk Specialist, Office of Instructional Technology***

- Reviewed and re-designed technical knowledge bank for faculty & students relating to Blackboard and general computer use in labs resulting in decrease of Help Desk incoming call volume by 5%.
- Created and maintained inventory documentation of 20 laptops and other peripherals to be shared with senior management. Inventory was used to justify upgrades and purchases for staff loaner program.
- Participated in deploying workstations and printers in two technology labs and 15 classrooms.

## EDUCATION

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

### ***Master of Science, Information Technology Auditing & Cyber Security, to be awarded May 2016***

Related Course Work: IT Governance, Securing Digital Infrastructure, Systems Life Cycle Development, Ethical Hacking.

RIDER UNIVERSITY, Lawrenceville, NJ

### ***Master of Arts, Organizational Leadership, Awarded December 2010***

KING UNIVERSITY, Bristol, TN

### ***Bachelor of Arts, Business Administration, Awarded May 2004***

## SKILLS

Operating System: Microsoft Windows 2003/2008 Server, Microsoft Windows XP/Vista/7/8, Microsoft Office 2003/2007/2010/2013, Mac OS X, Linux.

Software: Symantec Ghost Solution Suite, Deploy Studio, Photoshop, Cisco WebEx, PC Reservation, WordPress, Symantec Endpoint Anti-virus, Remedy IT Service Management, Parature IT service management, Joomla Web Content Management.