

Diversity Recruitment and Retention
The Network Support Associate Candidates

Candidate A

- Associate of Applied Science Degree Computer Information Systems
- **Desktop Support Engineer:** Windows tier 2 support, network operations administration, LAN/WAN/VPN support and manage virtual environments. Manage Active Directory, SCCM, wireless access points, and load balance. Design and implement solutions for employer.
- **System Administrator/Field Service Tech:** Unix/Linux administration, VMware administration, Manage AD/DNS, wireless access points, and load balancers. Design and implement disaster solutions for clients and employer, maintained Dell systems, servers, printers and workstations
- **Driver/Merchandiser:** daily delivery duties, significant amount of customer support, including informing customers about new products and answering any questions they may have. Gained substantial amount of sales experience.
- **Years' Experience: 8 months**
- **Licensures/Certifications:** TestOut Corporation, License CJDA: TestOut Corporation, License CVC3L

Candidate B

- Bachelors Computer Information Systems
- Systems/Server Administrator: Ensured accurate and timely Active Directory user account management, Revamped User Request form to make the user account creation and management a smoother process, Troubleshoot and improved tape library functionality (Spectra Logic and CommVault), Responsible for backup and restore functions, provided information during SOX audits to ensure compliance
- Enterprise Tech Support Analyst: Assisted customers with any issues with their K1000 or K2000, Coordinated and collaborated with other colleagues for quicker resolution of problems, Ranked 9th out of 80 support tech worldwide last fiscal year, 100% customer satisfaction rating.
- Helpdesk Analyst: Provided excellent customer service, ranked #1 in group for work orders and #2 for phones, traveled to Mexico for user support, maintained user request form (InfoPath document), maintained part of the IT's SharePoint site, Administered Bit9 Parity as a Power User, Administered H & P DrillWell application, organized various training classes for users.
- Years' Experience: 3 years and 5 months
- Dell Certified in laptops, desktops, and Blades. Extensive SpectraLogic T50e troubleshooting, has taken PowerShell, VMWare and AVL classes.

Candidate C

- Bachelors degree of Business Administration
- Identity and Access Management Analyst: worked directly with Identity and Access Management team creating internal standard operating policies and procedures, create InfoPath forms and assist in process improvements utilizing SharePoint for IAM team, work collaboratively with cross-functional teams and stakeholders on various internet projects and SOC auditing initiatives.
- Sr. Healthcare Information Technology Consultant: performed onsite Security Risk Analysis for a wide variety of healthcare organizations and business associates (hospitals, clinics, etc.), met with physicians and managers as needed to complete attestations.
- HIT Project Coordinator/Quality Improvement Advisor: provide technical consultative assistance and project management services through onsite visits with clinics, critical access hospitals (CAHs), and skilled nursing facilities (SNFs), served as technical liaison between clients and vendor, providing technical oversight and consultation regarding hardware and software implementations, HIPAA rules and regulations, managed electronic health record (EHR) systems and applications within healthcare facilities.
- Licensures/Certifications: Certified professional in Health information Technology (CPHIT), Certified professional Health records (CPEHR), Cisco Certified Network Associate Routing & Switching (CCNA), IBM AS/400 Operations and System Management
- Years' Experience: 15 years