JEFFREY M. BARNOSKY

1420 23rd Street   Wyandotte MI 48192
(734) 285-4842   Breadmaker_2000@Yahoo.com

CompTIA
A+® Certified

References at Barnosky.com

"Your Trusted Financial Services IT Professional"

SKILLS AND WORK EXPERIENCE

Application Administration: Microsoft Active Directory and Exchange. Websense Email Security, Trend Micro OfficeScan. VMware, Citrix XenCenter, Cisco VPN client, Barracuda email & web filter, Symantec Backup Exec, Windows Deployment Services, and corporate BYOD endpoint protection. Mobile device support including Outlook and Citrix based application access. New Microsoft OS rollouts using Microsoft tools, Apricorn and Ghost imaging utilities. Attention to detail, project conception thru the end user experience.

Hardware Support and Service: Using my strong mechanical ability and the "Keep the Business Running" attitude, I perform bench level and on-site repairs of HP, Xerox, Dell color and monochrome laser printers, desktops PC's, servers and laptops. I service and repair business check scanners, multi functions, PC peripherals, and high volume document shredder issues. Resourceful, resolving daily problems encountered.

Specialty Support: Xerox and Canon copier multifunction domain application deployment and product life cycle management. I manage service for copiers, printers and MFP units with multiple brands and vendors.

Financial and Insurance Applications: Nationwide, Mass Mutual, Southwest Securities, John Hancock, Mutual of Omaha, Genworth Winflex, Lumen, Travis Cobra, IDP, Titan Auto, ProRater, Insurity, the StoneRiver financial suite, and your in-house developed, proprietary applications.

Servers Systems: Legacy server hardware and Microsoft operating systems, through current versions.
Client Productivity: MS Office 95 to current.   **Clients OS**: DOS 2.1 to Windows 10 and Android OS

Michigan Basic Property Insurance Association, Detroit MI   February 6th 2012 – Present
Senior Computer Systems Specialist
- Daily administration of Trend Micro OfficeScan antivirus and Forcepoint (Websense) email Security.
- Provide MBPIA employee and outside insurance agent training, helpdesk and technical support.
- New Microsoft OS deployments, printers and hardware. Application upgrades and solutions to daily issues.
- Active Directory and Exchange account administration. Create application and knowledge base documents.
- In-house daily output of insurance bills and policy documentation using Xerox production printers.
- Negotiate printing equipment leases. Consumables inventory and procurement.

Hantz Group, Southfield MI   May 6th 2002 – February 3rd 2012
Network Administrator, PC Support
- Daily administration of Active Directory and Exchange user accounts, security and distribution groups. Assign secure and restricted access to protect client financial and personal data. Help Desk 1-3 support.
- Conduct backups, archiving and restores on database and file structures using current Backup Exec.
- Bandwidth and Internet monitoring and access control. Compliance and excessive usage issues are resolved.
- Total project and service management. Recent projects include a three year lease negotiation and rollout of 24 Canon copier units resulting in a savings of $141,000, and a conversion from two company owned color printers to leased Canon color units resulting in an expected three year savings of more than $184,000.
- Control costs and reduced total cost of ownership of HP and Xerox printers, fax machines, scanners and other laser equipment by performing required service, repairs and preventative maintenance in-house and off site. Reduced equipment down time from days to hours.

- Perform mechanical repairs and service of non-PC related equipment including copiers, high speed document scanners, binding machines, document shredders and specialty locksmith requests.
- Purchase equipment and inventory supplies including repair parts and consumables for all Hantz Group companies. Negotiate and monitor billable support hours of outside technicians.
- Telecom and data support including power requirements and cabling layouts for new branch office locations and expansions. Pull and terminate cabling as required.
- Provide bi-weekly corporate training for newly hired employees.
- Standardized the user desktop functionality aiding in more efficient employee training and help desk support while providing a consistent corporate image. Support migration of aging hardware and operating systems.
- Distribution of new applications and software updates for the financial advisors and back office staff.
- Create training documents for staff's daily usage. Document processes for cross training of IT staff.

H&R BLOCK Financial Advisors/OLDE Discount Corporation, Detroit MI Feb. 13, 1995 – Oct. 18, 2001
Desktop Systems Specialist II
- Created and managed the PC service department, all daily aspects for the 200+ branch office operation. Responsible for troubleshooting, repairing and redistribution of all PC hardware for 2,300 workstations coast-to-coast. Oversee service of all warranty and non-warranty PC equipment for branch locations. Managed actions of on-site contract technicians across 34 states, monitoring, controlling billable hours. Interview, hire, train and supervise employees in the PC Support department.
- Team player support in a mission critical, real time trading and brokerage house. Supported PC and networking hardware including user workstations, data connections and feeds. Real-time data support included NASDAQ Workstations, Bridge Information Systems, Bloomberg and Instinet.
- Created, implemented and supervised to completion a number of special projects including a NEC BIOS upgrade for 1,000 workstations and a memory upgrade for 1,300 NEC and Trigem workstations.
- Provided Y2k solutions including BIOS replacements, flashes, and software patches. Solutions were tested and in place as early as November 15, 1997.
- Provide technical support for 450 users and workstations in corporate headquarters. Reloads and repairs, hardware and software upgrades and patches. Designed and constructed multiple areas in headquarters accomplishing efficient service and repair, minimizing hardware down time and productivity loss.
- Instrumental in ongoing campaign for network and workstation anti-virus and data security over Novell 3x-4x SFT and NT servers, and 2,700 PC workstations using McAfee and Norton anti-virus LAN packages.
- Operating system support includes DOS, Windows 3x, NT v3.51 and v4.0 Workstation and Server. Windows 95, 98 and Me editions. Windows 2000 Workstation and Server, Novell 3x and 4x, and IBM AS-400 Terminals. Application support includes, LANDesk, Outlook 2000, Office 97 & 2000, and Citrix.
- Repair and service of dot matrix, ink and laser printers manufactured by a number of companies, including HP series II through current models, Lexmark Optra R, S, and E series. Xerox, OKI, and IBM printers and multi-function devices. Service, repairs and upgrades of PC workstations including equipment manufactured by Compaq, HP, Dell, IBM, NEC, AST, Trigem, Epson and compatibles.

CONTINUING EDUCATION AND CERTIFICATIONS

- Recent classes include MS Server 2012 and 2008, SQL and Citrix Xenapp 6.5.
- A+ Certified Technician - Verification # E64DTT1309
- Locksmith, small engine and plumbing services – Manager, Hoods Do-It Best Hardware.
- Dell Latitude, Optiplex and Precision Workstation certified product lines.
- High Power Rocketry - Level II Certification - Tripoli # 10312
- ECHO Master Service Technician and Professional Paint Consultant, Sherwin-Williams / HWI
- Graduate, Roosevelt High School, Wyandotte, MI.