
11 Richland Lane, Apt. 112, Camp Hill, PA 17011 | 717-315-7087 | allenmfry1986@gmail.com

EXPERIENCE/EMPLOYMENT

- *Hardware Field Technician* / Essential Enterprise Solutions | 100 Sterling Parkway, Suite 307, Mechanicsburg, PA 17050 | 8/31/2020 – 1/7/2021
 - + Serviced NCR point of sale hardware, installed servers, loaded VRU's and imaged PC's
 - + Networked network devices with CAT5 cable, maintained photo kiosk, utilized PSIDs and SSIDs, and worked with Tier 3 support
 - + Performed periodical maintenance on equipment, configured routers for photo equipment, and cleaned and reloaded photo printers
 - + Refreshed main switch for store pharmacy and store front end, fixed money order machines, and put new batteries into APC units
 - + Used SRM buddy Droid phone application and coordinated with supply depot
 - + Adjusted store sound amp and troubleshooted amino sound systems
 - + Connected store zebra guns, configured firewall devices, and fixed barcode scanners for merchandise and for prescriptions
 - + Installed and troubleshooted Verifone devices, office printers, and label printers
- *Desktop Support Contractor* / Pennsylvania Higher Education Assistance Agency (PHEAA) | 1200 North 7th St., Harrisburg, PA 17102 | 10/15/2019 – 3/15/2020
 - + Executed Windows 10 migration of roughly 3,000 computers using CA IT Client Manager
 - + Perform imaging/burning of PC and laptop computers
 - + Engaged in software discovery, execution of custom applications, and distribution of computers to computer users
- *Application Performance Analyst* / Highmark Health Solutions IT | 1800 Center St, Camp Hill, PA 17011 | 12/10/2018 – 8/30/2019
 - + Member of Performance and Availability Management team
 - + Manage synthetic script monitoring application (IBM ITCAM) to monitor response time and availability of client web-based applications in production and test environments
 - + Utilize response time and availability data to notify application teams of user frustration
- *Desktop Support Contractor* / Pennsylvania Office of Attorney General (OAG) / IT Section, Strawberry Square, 14th Floor, Harrisburg, PA 17120 | 11/3/2017 – 7/2/2018
 - + Imaged laptops/PCs and worked with developers to provide application support
 - + Cleaned/organized data center and installed APC unit backup power supplies for switches
 - + Assisted with installation and preparation of computer hardware at multiple job sites
 - + Formatted laptop/PC hard drives and coordinated with Dell to replace broken hardware
- *Technical Support Analyst* / Rite Aid, Inc. | 5280 Simpson Ferry Rd., Mechanicsburg, PA 17050 | 4/10/2017 – 10/13/2017
 - + Provide technical support to Rite Aid store employees using ServiceNow ticketing system

- + Troubleshoot mainframe application and handle server computer issues
- + Work on networking problems with switches, access points, and firewall devices

- *Service Desk Support Analyst* | Prelude Services | 5095 Ritter Road, Mechanicsburg, PA 17055 | 3/1/2015 – 11/1/2016

- + Provide technical support for Prelude Services clients
- + Resolve problems dealing with Citrix application console
- + Work extensively with Active Directory and GoToAssist

- *Helpdesk Analyst* | Randstad Technologies | 5020 Richard Lane, Mechanicsburg, PA 17055 | 8/16/2010 – 3/28/2011 and 2/1/2014 – 3/1/2015

- + Clients: A.M. Castle Co. & State Department of Labor and Industry
- + Created, resolved, & escalated tickets using BMC Remedy Action Request System
- + Utilized enterprise knowledge platform to locate procedures for common issues
- + Troubleshot common issues for Windows 7, Mainframe systems, VPN, & security systems

CERTIFICATIONS W3Schools Certified HTML5 Developer (Granted September 11, 2018)
 W3Schools Certified CSS Developer (Granted November 1, 2018)

EDUCATION Bachelor of Science in Business Administration (BSBA: Class of 2010)
 Management Information Systems (MIS) Major
 GPA: 3.33 Overall, 3.45 Major
 Shippensburg University, Shippensburg, PA 17257
 John L. Grove College of Business (AACSB International Accreditation)

COLLEGE INTERNSHIPS (In order most relevant)

- *Capital BlueCross: IT Security* (2500 Elmerton Ave., Harrisburg, PA | 6/1/2007 – 1/1/2008)
 - Assisted in business requirements gathering and testing phase of Software Development Life Cycle (SDLC) for new access tracking software known as RBACx.
 - Redesigned IT Security website in HTML and CSS with other members of the intern team
 - Assisted with HIPAA, SAS 70, and SOX compliance audits using Excel & Excel macros
 - Coordinated vendor meetings for implementation of vulnerability tracking software
 - Presented PowerPoint presentation of project research to IT Security team members
 - Attended networking lunches with managers & interns from other IT departments
 - Studied book chapters & video series about how to communicate effectively
- *Global Data Consultants* (1144 Kennebec Dr., Chambersburg, PA | 1/10/2010 – 5/10/2010)
 - Imported job applicant resume data into Microsoft SQL Server 10.0 using C# to then be queried with SQL commands for common new trends and skills in IT industry
 - Assisted web design specialist design CSS style sheets and HTML for client websites
 - Studied Dennis Bakke's "Joy at Work" & applied concepts at Global Data

RELEVANT COLLEGE COURSEWORK & SKILLS

- Business Computer Systems
 - Excel, Word, Access, PowerPoint
- Programming Concepts
 - Microsoft Visual Basic 8.0
 - Object Oriented Programming
- Telecommunications
 - UNIX & Windows Server 2008
- Information Syst Project Mgmt
 - Microsoft Project
- Business Programming (C++)
- Bus Syst Analysis & Design
 - First exposure to SDLC
- Database Applications
 - Database entity relationship design
 - Oracle 10.2 / SQL*Plus / PL-SQL
- Electronic Commerce
 - CSS, HTML, ASP, JavaScript
 - Static & dynamic web design

COLLEGE HONORS Dean's List (5 of 8 Semesters)
Member of National Scholars Honor Society
Awarded Renetta F. Heiss Scholarship (MIS Major Scholarship)
Elected to Who's Who among Students 2009
Recipient of All American Collegiate Scholar Award (2007)

PAST COMMUNITY INVOLVEMENT

- *Prison Christian Growth Group (PCGG)*: offer Christian based visitation services to incarcerated communities
- *MIS Club*: Attended Shippensburg seminars to inform new students about the MIS program
- *Co-Ed Tennis Club*: Nominated for general leadership position, provided transportation to tournaments & matches, & raised money to support club budget for uniforms & supplies
- *Catholic Campus Ministry & Newman Association*: Maintained club website off Shippensburg University server using Ektron CMS400.NET (now Episerver) content management system (CMS)