

WILLIAM ADAM GARDNER

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Objective:

Continue to challenge myself in a position with a successful, growth-oriented organization that recognizes and rewards capable, contributing individuals.

Technological and Professional Strengths:

- I am a results-oriented, highly adaptive IT professional with over twenty years' experience in a wide variety of business sectors including medical, EMS, law-enforcement, finance, aviation, logistics, communications, and retail
- Proficient in supporting and administering Microsoft, Apple, AS400 and Linux environments
- Highly experienced with all aspects of IT hardware including networking, servers, desktop, laptops, thin clients, tablets, and mobiles
- Team Player with excellent communication and customer service skills
- Basic to intermediate knowledge in most programming languages including HTML, XML, PHP, Perl, VBScript, SQL, FoxPro, RPG, etc.
- Experience supporting a vast library of proprietary and non-proprietary software
- I very much enjoy technical writing both at work and in my spare time

PROFESSIONAL EXPERIENCE

American Signature Inc. – Columbus, Ohio

May 2016 to Current

Sr. Technical Specialist

- Tier II, III and System Administration Duties (ITIL Certified)
- Executive Level Support for Schottenstein's Leadership and VIP's
- Principal IT Hardware & Inventory Manager
- Support Operations in multiple environments such as Windows Server, Mac, Linux, AS400, Thin Clients, etc.
- Well versed in ServiceNow and executing high level reports/metrics as needed
- Good interpersonal relationships with executives and individuals across the various Schottenstein corporations and entities

IT Contractor – Columbus, Ohio

January 2013 to May 2016

Co-Vision (Robert Half Consultant)

Computer Operator

- Technical Support for Buckeye Summit on World Hunger supporting iPads and other networked devices

Walgreens/Care Source

Project Manager

- OS Migration to Windows 7

Columbus Council (multiple contracts)

Tech Support

- Technical support for local non-profit agencies focusing on break/fix/repair

MED3000, Inc. – Columbus, Ohio

January 2008 to November 2012

Lead Technical Specialist

- Designed, implemented, and maintained complete support operations for the Columbus, Ohio Division of Fire EMS Billing and Patient Care Reporting Program
- Remote and face to face support for over 1,500 firefighters, paramedics, officers, and administrators
- Supported 100+ custom Panasonic Toughbook's, eleven local hospital emergency rooms - wireless printing solutions, local and offsite server administration
- 365 24/7 On-Call support during the entire contract

Technical Contractor – Columbus, Ohio

January 2006 to November 2007

DHL Logistics – Westerville, Ohio

Systems Administrator / PC Support

- Heavy Active Directory and Lotus Notes Administration and Support
- Hands on Dell hardware support (Laptop and Server)
- Worldwide user base

NetJets Incorporated – Columbus, Ohio

BlackBerry / Wireless Support

- Configured and deployed 2800+ new BlackBerries to all flight crew members
- Metrics reporting to high level management

JPMorgan Chase – Columbus, Ohio

IT Risk – Computer Security Incident Response Team

- Banking / Financial computer security work with Windows and Linux environments
- Metrics reporting to high level management
- QA/QC testing with in-house security logging software

Pomeroy IT Solutions – Columbus, Ohio

Independent Contractor

- Resolved various IT issues at multiple business and residential locations across central Ohio
- Provided Tier II and III on-call support after-hours

Intellinetics, Inc. – Columbus, Ohio

July 2005 to January 2006

Systems Administrator / Technical Consultant

- Document imaging and bar-coding specialist
- Worked extensively with law-enforcement and other government agencies (mug shot, finger printing and other police software)
- Provided Tier II and III on-call support after-hours

Cardinal Health Inc. – Dublin, Ohio

February 2001 to July 2005

Technical Specialist

- Created developed and deployed company-wide Service Center policy and procedures
- Tier II and III incoming issues
- Published hundreds of IT documents
- Quality assurance, trending and analysis utilizing Crystal Reports, SQL, Seagate Analysis, etc.
- Worked with a wide variety of systems including AS400, EDI, Symbol, PocketPC, Avaya, etc.

Verizon Wireless – Dublin, Ohio

June 2000 to February 2001

Technical Writer / Tier II Support

- Tier II and III Desktop Support (4500+ employees)

EDUCATION

- Columbus State Community College – Computer Science
- ITIL Foundation 2011 Edition Certified
- Certified Helpdesk Technician (STI Knowledge – March 2003)
- Westerville South High School – Class of 1997