DAMON GEORGE

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PROFESSIONAL PROFILE

A highly skilled, resourceful, and solutions-driven IT Professional offering over 30 years of expertise in integrating technical acumen with problem solving expertise in supporting and expanding IT operations. Proven leadership, communication skills and successfully manage and implement complex projects from concept to finish.

AREAS OF EXPERTISE

System Update & Patches Management •Data Integrity & Recovery • Project Management • Performance Monitoring • Onsite & Remote Support • Backup Software Administrator •Technical/End User Support •Applications Installations/Upgrades • Workstation Configuration

- Collaborate with customers to plan infrastructure expansion and upgrades based on customer needs, requirements, and priorities.
- Skilled in maintaining system reliability and availability including system updates and patches management, resolution of storage and backup issues, and disaster recovery readiness.
- Demonstrate a high level of competency and troubleshooting skills while researching and solving hardware and software problems.
- **TECHINCIAL COMPETENCIES:** *Technical-* Platforms: Windows Mac, Unix • *Networking-* VPN Software, MS Office, virus Software,

PROFESSIONAL EXPERIENCE

Senior IT Support Engineer, *Siemens PLM*, Milford, OH • 2008 - Present
- Evaluate and administer a wide range of internal support to 1,000+ employees worldwide.
- Assist with integration of acquired companies, formulate resolution strategies, communicate appropriate action plans, and provide guidance.
- Often called upon to lead, manage and support projects as directed by IT Management.
- Seamlessly coordinate and direct project-based efforts while directing and motivating IT workgroups.
- Demonstrate a high level of competency and troubleshooting skills while researching and solving hardware and software problems.
- Participate in the implementation and perform startup for newly installed equipment.
- Proactively identify and own issues through resolution working with various departments/teams.
- Assess operational opportunities to increase service quality, efficiency and act on recommendations.
- Plan, build, initialize, and update workstations as new releases, upgrades, and patches become available and approved.

Data Center Support Specialist, (EDS PLM Solutions/UGS PLM Solutions/UGS PLM Siemens) Milford, OH • 2001 - 2008
- Identified and resolved complex processing, application usage, or business issues.
- Administered and monitored backups ensuring timely and successful completion.
- Communicated problems with systems engineers and collaborated solutions to correct problems.
- Created daily reports of shift occurrences, documented assignments, and reported incidents using an in-house issue tracking system.
- Administered professional and attentive phone support for PLM employees world-wide.

Structural Dynamics Research Corporation, Milford, OH •APR 1995 to OCT 2001

<u>MIS Help Desk</u> •APR 1996-OCT 2001
• Performed immediate and attentive phone support for employees world-wide.
• First point of contact for incoming technical support; actively listen to user's issue while formulating a resolution.
• Remedied major and minor first level hands on support for Milford based employees.
• Created and revised new accounts for SDRC users world-wide.
• Interviewed prospective candidates for Help Desk employment and assisted with new hire training.

<u>Hardware Shipping & Receiving</u> • JUN 1995-APR 1996
• Received and monitored computer hardware on a world-wide basis.
• Tagged all company depreciable assets with a unique asset number.
• Assembled computer hardware for Systems Engineers and installed memory to ISG department computers.
• Managed and maintained accurate records of hardware in Asset Database.
• Provided daily hardware verification reports to the Accounting department.

EDUCATION

Completed three years of coursework in Business Administration
    University of Cincinnati, Cincinnati, Ohio