

# Keith Starkman

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## Summary

Information Systems Manager and PC and network support technician. Professional, courteous work ethic. Tasks handled with customer service as the first priority. Over ten years of PC hardware and software support, repair upgrades and maintenance. Installation, upgrades, repairs and maintenance of HP Laserjet Printers. Infrastructure support experience, including phone system PBX, network connectivity, cabling, hardware and software upgrades in Windows 9x, 2000, XP and Vista. Created and maintained network logon accounts. Senior support technician for multiple office environments, including home and home offices. Supported Executive Management in home office setups, including DSL/Cable Modem setup, with VPN connectivity. Supported Executive Management with personal devices, such as PDA's, digital cameras, phones and iPods.

## Professional Experience

**2005 – Present                      The Manhattan Mortgage Company                      New York, NY**  
**Information Systems Manager / Network Administrator**

- Senior technical administrator for 12 branch offices
- Senior desktop support technician
- Control and implement network policies
- Planning and implementation of technical projects, including branch office setups and migrations
- Oversee all aspects of network, including user accounts, global policies, security policies
- Administration of network accounts, including bank website logons
- Maintain database of users, user accounts, and hardware inventory
- Support of approximately 50 users, with PDA devices, and Blackberry devices, within the 100 plus user network
- Support for remote users, including VPN, Remote Desktop, and other remote software
- Report directly to COO of any long term and short term projects
- Maintain and upkeep all network servers, including SQL 2005, IIS Web Server, Exchange 2003, and other applications
- Work directly with website reporting coordinator, for any issues in reporting of Sawmill, maintain and control Sawmill database
- Secondary marketing, including maintaining intranet website, consisting of bank rate sheets, and product information, needing to be posted in PDF format
- Work with outside vendors, consultants and other third parties, when needed for long and short term projects and events
- Research, review, and purchase new equipment, when needed

**1999 – 2005                      Tache USA / DesignWorks Jewelry Group Ltd                      Long Island City, NY**  
**Senior Desktop Technician / Jr. LAN Administrator**

- Senior desktop technician and Jr LAN Administrator for Queens and Manhattan branches.
- Implement and enforce standard desktop rollout procedures, including the use of Norton Ghost and RIPREP for desktop images.
- Update and maintain images with current service packs, patches and drivers.
- Maintain records of inventory, service records, help desk calls, products ordered, user information, and other pertinent information, using a self created MS Access database
- Installation and maintenance of cabling infrastructure, including running CAT5 cables, repairs, punch downs etc.
- Create user accounts in NetWare, NT / SQL Server, MS Exchange, Windows 2003 Server / Active Directory, and maintain network infrastructure
- Support local and traveling users, including VPN, connectivity issues, and support utilizing Remote Administration software.
- Provide responsive and reliable desktop support solutions for 150+ end users on Windows 9x, 2000, XP platform workstations.
- Supporting role to LAN Administrator in the implementing of NDS, NDPS, and DHCP in NetWare environment and Active Directory in Windows 2003 Server environment.
- Supporting role to LAN Administrator in the implementing of Desktop Policies in a NetWare / Zen environment and group policies in Active Directory in Windows 2003 Server environment.
- Maintaining the DHCP database, including SonicWall firewall internet access.
- Provide telephony support, maintaining the inter-office Inter-Tel phone system, including extension programming, maintenance and structure changes, including voice prompt applications. Insure the functionality and performance of T1 calls and POTS lines, trouble shooting problems, and providing quick resolutions.
- Software support including Microsoft Office and Outlook, Antivirus and Spyware removal tools, and various other Windows applications.
- Printer service and repair, including maintenance kits and service on various HP Laserjet printers.
- Support to CEO and Executive Management on PDA devices, personal devices, Home Office internet (DSL, Cable Modem) setups, etc.

**1996 –1999                      MicroAge Integration Group**  
**Technical Services / Project Coordinator / Leader**

**New York, NY**

- Coordinate and lead team projects, and be liaison between customers and MicroAge. Organize project documentation, and keep documentation on all aspects of projects.
- Providing Level I Helpdesk support & Level II PC repairs, including LAN troubleshooting, driver and resource conflicts, configuration errors and hardware replacement and upgrades.
- Hardware and software installation and upgrade for desktop and laptop computers including imaging, setup, rollout, customized user settings and data transfer.
- Maintenance and repair of desktop PC's, laptops, and printers including hardware warranty replacement, upgrade and conflict resolution, driver installation and configuration.
- Network administration and troubleshooting in Novell and NT environments, including LAN connection problems, client connectivity, and desktop performance.

## **Education**

**1991 –1993    Queensborough Community College    Bayside, NY**  
Music / Electronic Technology / Communications

## **Certifications**

- A+ Certified
- Past certifications include HP LaserJet Hardware Basics Service, HP LaserJet IIP / IIP+ / IIIP, HP LaserJet IIIsi / 4si / 4siMX, HP LaserJet 4000, HP LaserJet 2100, HP LaserJet 5si, HP PC & PC Workstation Service Authorization (Vectra & Kayak Models)
- Past certifications include Compaq Deskpro 2000, Compaq Deskpro 4000, Compaq Armada 1500, Compaq Armada 7700, Compaq ProLiant 2500, Compaq ProLiant 5500