

Tim Wells

Thornton, CO

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PROFESSIONAL SUMMARY: Versatile IT Professional with over 10 years of experience in IT Support, Systems Administration, Systems Integration, License Management, Process Technology and Project Management. Highly skilled communicator and collaborator dedicated to the development and success of high functioning teams and the organizations. Reliable and independent worker with excellent organizational skills and judgment that enjoys helping others.

TECHNICAL SKILLS

Overview: CompTIA A+ certified, working on Network+ Certification (expected to complete in Dec).

Knowledge of theory and concepts needed to identify and resolve technical problems. Technical skills include:

- ◆ **Desktop Support** - 5+ years desktop support including laptops, monitors, phones, and peripherals. Experience in troubleshooting issues, responding to telephone calls, email and walk-up requests for technical support to end users, researching and resolving technical problems and ensuring a timely resolution.
- ◆ **Soft Skills** - Quick and eager learner; effective oral & written communication skills; excellent customer services skills; active participant in team meetings; assesses situations before acting, and quickly diagnoses and solves issues; understands limits of experience, and when to escalate issues; delivers timely support for issues with clear documentation and instructions.
- ◆ **Networking** - Active Directory fundamentals including password resets and account unlocking; familiar with DHCP, DNS and Group Policy fundamentals; 802.11/PAN/LAN design, configuration, and troubleshooting; Remote Desktop assistance experience; familiar with VPN, NAT, PAT and VLAN fundamentals, subnetting.
- ◆ **Software** - Windows 7 & 10; Windows image deployment through PXE using KASE and standard image deployment using Acronis; VMware Workstation, Cisco Packet Tracer; Android OS advanced user; MS Office 365/2013/2010; MS Server 2012 R2; VMware Workstation. Software deployment, Integration, and training for MS Office 365, MS Teams, BlueBeam, SharePoint, Aconex, Unanet, etc. Installation, configuration, integration, and administration of various systems including ProjectWise, Aconex, JPI, Unanet and others. Software (and software license) purchasing and management (AutoCAD, CadWorx, HYSYS, RAM Connect, SKM, etc.).
- ◆ **Hardware** – Workstation and laptop troubleshooting and repair, inventory management, printers, scanners, projectors, routers, switches, network cable management, mobile devices, and multimedia devices

PROFESSIONAL EXPERIENCE

Redi Engineering (acquired by Anvil Corp. Aug. 2018), Denver, CO

2013-2020

IT Support

- ◆ Point of contact for Denver office responsible for onsite helpdesk support (software & hardware), including system imaging and configuration for new hires, and workstation maintenance.
- ◆ Provided in-person support for staff of 70 including direct interaction with the executive staff and management that reduced downtime and increased productivity.
- ◆ Recorded, tracked and respond to incidents, problems and requests using the company ticketing software system (RedMine). All tickets were closed or escalated in the required time frame.
- ◆ Supported end-user hardware and systems including desktop computers, laptops, monitors, peripherals, printers and mobile devices, Office 365 & 2016, Teams, Antivirus, Windows 10, web browsers.
- ◆ Basic Active Directory activities including password resets and unlocking user accounts.
- ◆ Responsible for maintaining the user access card system (Intelli-M) for the Denver Office. Responsible for management of server/SaaS software licensing: AutoCAD, HYSYS, RAM Connect, SKM, etc.
- ◆ Responsible for the emergency deployment and ongoing support of all Denver staff transitioning to a fully remote workforce due to Covid-19.

Process Technology Advisor

- ◆ Appointed Process Technology Advisor for the Denver office. In collaboration with team members from across the country, responsible for reviewing and evaluating new technologies and integrating them if there was a proven value add to the company. Responsible for the deployment, integration and training of all Denver office personnel in MS Office products, MS Teams, SharePoint and BlueBeam.

System Administrator/Integrator

Aconex (Document Management System)

- ◆ Procured, deployed, installed, integrated and configured system for use as primary document management system for over 100 projects.
- ◆ Lead Organizational Administrator responsible for project creation, user accounts and configuration, and system modifications.
- ◆ Responsible for the development of company operating procedures including document control processes and workflows.
- ◆ Created and deployed onboarding and ongoing training of the system to all personnel and developing.

Unanet (Time Reporting)

- ◆ Procured, deployed, installed, integrated and configured system for use as primary time reporting system for the company.
- ◆ Lead Organizational Administrator responsible for project creation, user accounts and rights, system modifications, system maintenance/troubleshooting, and personnel training.

Jacobs Engineering, Denver, CO

2000-2013

System Administrator - JPI (Jacobs Project Information)

- ◆ Completed all associated JPI Administrator courses and requirements of the program.
- ◆ Collaborated with teams across the country to improve the efficiency of the system through workflows, including automation of application wet signatures and PE stamps to PDF files.
- ◆ Responsible for ongoing system technical support and training.

Project Coordinator

- ◆ Worked closely with Project Managers, Project Engineers, Technical Document Control and Client Representatives on project ranging in value from \$25MM to \$800MM.
- ◆ Produced a variety of project deliverable documents including Design Basis Memorandums (DBM), Engineering Design Specifications (EDS), Project Procedures Manuals and Project Execution Plans, Specifications, Organization Charts, Logic Diagrams, Tables, Spreadsheets, etc.,
- ◆ Produced project reporting documents including Monthly Reports and a variety of PowerPoint presentations for presenting project progress data to senior management (client and internal).
- ◆ Included extensive use of Microsoft Office Products (Word, Excel and PowerPoint) to create, format and update new and existing documents, and also provided office-wide training on Microsoft Products.
- ◆ Demonstrated ability to multi-task while still paying particular attention to detail and professionalism with limited supervision required from Project Managers, and the ability to take the lead in the production of complex documents, from the conceptual stage through the delivery of completed product.

EDUCATION

ActivateIT Powered by Per Scholas, Denver, CO

2020

Network Support - A comprehensive IT curriculum, incorporating 500 hours of combined formal instruction and hands-on activities, in a real-world working environment.

University of Northern Colorado - Business/Information Technology Classes

1983-1985

MILITARY EXPERIENCE – United States Army Reserve

1981-1993

Survey Section Chief – Responsible for oversight of drafting, survey, and soils analysis personnel. Responsible for preparing and implementing yearly training schedules, and maintaining training and personnel records for those personnel assigned to my section.