

# Edward J Cassel

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IT technician and engineer, working with hardware and software on Windows and Apple OS platforms, managing both servers and workstations. My varied technical and process management skills are an asset to any organization.

## Skills:

- Customer Service
- Oral Communication
- Written Communication
- Critical Thinking
- Resourcefulness
- Conflict Resolution
- Leadership
- Patience
- Dependability
- Self Motivation

## Work History:

Advocate Aurora Health [contract through Medix]

2020 – 2020

Milwaukee, WI

Provide first/second tier and some second level support to troubleshoot, answer questions and resolve any problems from basic to complex issues related to LAN/WAN-based software, desktop computing equipment, printers, network status and applications. Diagnose/resolve problems using documented procedures/checklists and simulates or recreates user problems to resolve operating difficulties. Enters call data into a tracking system.

Froedtert Health [contract through Experis]

2019 – 2020

Menomonee Falls, WI

Installation, configuration, image deployment and maintenance and support of PCs, Laptops, printers and other computer devices for Froedtert Information Technology. Responsible for providing support and input on the direction of the end user desktop experience including hardware and software evaluation and selection, image maintenance, virtual technologies and capacity planning. Manage and support Desktop Engineering support tools, including SCCM. Deploy monthly desktop updates. Qualify and package software for distribution. Qualify hardware for desktop images. Develop and maintain patch management.

Cardinal Stritch University

2012 – 2019

Milwaukee, WI

Create, update and manage the standardized software image for all systems, utilized PDQ, Microsoft System Center Configuration Manager, Altiris, Windows Group Policy, and VMWare. Inventory management, support, maintenance and connectivity of print systems, as well as Print Management Systems, across multiple campuses. Provide escalated break/fix support for applications and computer systems university wide. Maintain Active Directory changes and updates pertaining to end user environment.

## Previous Relevant Experience:

- AMI Asset Management
- Milwaukee PC
- Northwestern Mutual
- Gateway Computers
- Inacom
- Tandy Service

## Education:

- Cardinal Stritch University
- University of Wisconsin – Milwaukee

## Military Service:

US Navy – Honorable Discharge