

PHILLIP ROMANS

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**Summary:** Dedicated computer support specialist with solid experience in areas of customer support and service, advanced problem troubleshooting and solving, and through communication with all levels of the organization. Maintain high levels of team work, organizational and time management skills. Equally effective at collaborating with others to achieve established goals.

### Education

**Masters, Applied Information Technology, 12/2003**  
**Post Baccalaureate Certificate, Networking Technologies, 12/2003**  
Towson University, Towson, Maryland

**Bachelor, Philosophy, 1996**  
Loyola College, Baltimore, Maryland

### Professional Experience

|                                    |                       |               |
|------------------------------------|-----------------------|---------------|
| Towson University, Towson Maryland |                       | 6/97- Present |
| <b>Senior Help Desk Specialist</b> | <b>5/99 - present</b> |               |
| <b>Acting Help Desk Manager</b>    | <b>3/99 – 4/99</b>    |               |
| <b>Help Desk Specialist</b>        | <b>6/97 – 2/99</b>    |               |

*Held progressively responsible tenure with this leading University throughout all phases of growth and change in the department.*

#### Senior Help Desk Specialist

- Includes all responsibilities of the Help Desk Specialist position
- Maintained role as key lead support for technical questions, both in volume and technical information
- Work with the Help Center Manager to track trends and initiate new programs
- Provide second level troubleshooting for advanced calls
- Work closely with third level groups to identify and resolve problem areas
- Provide monthly call tracking statistics and trends and upon special requests
- Develop relationships with University IT support groups
- Act in manager capacity in his absence

#### Acting Help Desk Manager

- Included all responsibilities listed in Help Center Specialist position
- Managed and trained five other full time staff members and seven students
- Guided three major different systems for daily use: call distribution systems, all tracking databases, and new account creation

- Contact between Help Center and department in resolving all issues related to customer support

#### Help Desk Specialist

- Responsible for handling computer related questions from students, faculty, and staff. Phone support and walkup information covered all of the University supported applications, supported connections to University computing resources, and telephone related questions
- A key member in maintaining a first level resolution of all questions to the Help Center
- Headed the finding, interviewing, and hiring of the student staff

#### Technical Skills

|                                |  |
|--------------------------------|--|
| <b>Networking</b>              | Advanced TCP/IP, Security, Advanced Wireless   |
| <b>MS Windows</b>              | 95/98, Advanced 2000/XP  |
| <b>Phone Support</b>           | Advanced Troubleshooting   |
| <b>MS Office</b>               | 98, Advanced 2000/XP, Mac Office X   |
| <b>Desktop Security</b>        | Firewalls, Virus Utilities, Spy-ware Utilities   |
| <b>Internet Applications</b>   | Internet Explorer, Netscape Navigator, Citrix, P, SSH client, telnet, email, MS Front Page, Macromedia Dreamweaver |
| <b>Desktop Applications</b>    | Adobe Photoshop, MS Active Directory, MS Project, MS SQL, Seagate Crystal Reports                                  |
| <b>Call Center Software</b>    | McAfee Help Desk, Magic Total Service Desk   |
| <b>Other Operating Systems</b> | Macintosh OS 8.x – 10.x, UNIX, VAX   |

#### Volunteer

|                              |   |
|------------------------------|---|
| <b>Assistant Scoutmaster</b> | Boy Scout Troop 124, Carney MD  |
| <b>Webmaster</b>             | Boy Scout Troop 124, Carney<br>( <a href="http://www.bsatroop124.org">http://www.bsatroop124.org</a> )                                |
| <b>Webmaster</b>             | Philmont Staff Association North East Region<br>( <a href="http://www.psanortheastregion.org">http://www.psanortheastregion.org</a> ) |

#### Awards

|                                |                       |
|--------------------------------|-----------------------|
| <b>Eagle Scout</b>             | Boy Scouts of America |
| <b>Five Year Service Award</b> | Towson University     |