

Todd T. Frazier

7B Rovanten Park
Ballston Lake, NY 12019

(518) 307-6366
nettodd@nycap.rr.com

Summary

- Seasoned IT professional with vast technical and customer service experience, currently working toward MCSA and MCSE certifications
- CompTIA A+ and Network+ certified, Microsoft Certified Desktop Support Technician

Technical Skills

- Windows OS, Mitel PBX, PC/LAN, Microsoft Office Suite, Visio, Crystal Reports

Employment

Sagamore Resort, Bolton Landing, NY
Systems Administrator (2005 – 2008)

1999 – 2008

- Responsible for information technology operations, specializing in PBX, voicemail, telephone sets cabling, including configuring ports, punch downs and wiring, software configuration and end user support
- In charge of supporting up to 165+ desktop users with PC/LAN/ PBX issues
- Perform PC troubleshooting in Windows 2000 and XP Pro OS environments
- Provide assistance for new hardware/software applications/servers/desktops

Help Desk/PC Specialist (2001 – 2005)

- First level and escalated support to desktop users with PC/LAN/ PBX issues
- Provided main PC troubleshooting in Windows 2000 and XP Pro OS environments
- Resolved hardware peripheral issues, software support and knowledge of Microsoft Office products, Solomon, Novell GroupWise and other specialty hospitality software

Voice Systems Analyst (1999 – 2000)

- Learned newly installed telecommunications systems (Mitel PBX, Active Voice's Voice Mail System and Homisco's Call Accounting)
- Maintained and trained users on these systems and provided technical assistance for any issues that arose

Ramada Inn, Queensbury, NY

2000-2001

Night Auditor

- Relieve duties of the Front Desk/switchboard operator from 11 p.m. to 7 a.m.
- Provide check-in and check-out of hotel guests and placed wake up calls
- Balanced all daily transactions and summarized into a Daily Business Summary report, which was produced from an automated Microsoft Excel spreadsheet system

Dr. Todd's Computer Service, BallstonLake, NY

2002-Present

Owner and Operator

- Assist clients with all aspects of their computer needs, including building new systems, virus scans and removals, installing/reinstalling the operating system, and adding memory or other hardware peripherals