

Benjamin Adam Younkins

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Education	Bachelor of Science, Computer Science Minor ~ Business Management Wheeling Jesuit University Full Academic Scholarship	May 2001 Wheeling, WV 3.475 GPA
Experience	Helpdesk Technician 12/04 – 06/06 Bayer	Pittsburgh, PA <ul style="list-style-type: none">• Account administration: Active Directory, Lotus Notes, mainframe & SAP• International support for field connectivity via VPN and/or PAL• Named employee of month multiple times
	Helpdesk Technician & Deskside Support 08/04 – 12/04 Vector Security, Inc	Pittsburgh, PA <ul style="list-style-type: none">• Windows, mainframe & Outlook account administration• Created new standard PC images & updated existing master image• Implemented images as standard across series
	Helpdesk Technician 06/04 – 08/04 Mellon Financial Group	Pittsburgh, PA <ul style="list-style-type: none">• Nationwide remote support for office and field users• Account administration for Active Directory, Exchange, mainframe
	Deskside Support Specialist – 2nd Level 01/04 – 06/04 GlaxoSmithKline / Xerox Global Services	Pittsburgh, PA <ul style="list-style-type: none">• Windows NT to XP migration• Statewide remote support for office users• In-house deskside support for office users
	Helpdesk Technician & Deskside Support 05/03 – 01/04 Medrad, Inc.	Pittsburgh, PA <ul style="list-style-type: none">• Account administration for Active Directory and SAP• Computer images built and rolled out across multiple platforms• Responsible for tape backup and transactions with off-site storage• Appointed interim helpdesk manager during IT conference
	Contractor, various assignments 11/02 – 5/03 Manpower and Associates	Pittsburgh, PA <ul style="list-style-type: none">• Received security clearance to work on government computers
	QA Tester for Windows XP Migration 8/02 – 9/02 Mellon Financial Group	Pittsburgh, PA <ul style="list-style-type: none">• Participated in software pushes over SMS and Active Directory• Submitted software to InstallShield

Helpdesk Technician & Deskside Support

4/02 – 7/02 FedEx Ground World HQ Coraopolis, PA

- Imaged, configured and installed over 200 computers in one month
- One month contact extended indefinitely due to exemplary performance
- Nationwide remote support for office and field users

Helpdesk Technician (Internship)

9/99 – 5/00 NASA National Technology Transfer Center Wheeling, WV

Helpdesk Skills

Skill Sets:

Windows NT/2000/XP, Microsoft Office & Outlook, Active Directory, Lotus Notes, Internet Explorer, Firefox, SAP admin, some Linux

Environments Supported:

Small (~100 employees) & Large (5000+); Govt. & Corporate;
Support: face-to-face, via telephone, & remote computer control

Developer Skills

Programming Languages:

C/C++, HTML, JavaScript, CSS, OpenGL, ASP, SQL

Production Applications:

Adobe Photoshop, Macromedia Dreamweaver, Borland C++, Dev-C++,