

# Benjamin Adam Younkins

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Education	<b>Bachelor of Science, Computer Science Minor ~ Business Management</b> Wheeling Jesuit University Full Academic Scholarship	May 2001 Wheeling, WV 3.475 GPA
Experience	<b>Helpdesk Technician</b> 12/04 – 06/06 Bayer <ul style="list-style-type: none"><li>Nationwide support &amp; administration of Active Dir., Notes &amp; mainframe</li><li>Consistently top 5 employee each month, mult. times employee of month</li></ul>	Pittsburgh, PA
	<b>Helpdesk Technician &amp; Deskside Support</b> 08/04 – 12/04 Vector Security, Inc <ul style="list-style-type: none"><li>Windows, mainframe &amp; Outlook support; PC images built &amp; rolled out</li></ul>	Pittsburgh, PA
	<b>Helpdesk Technician</b> 06/04 – 08/04 Mellon Financial Group <ul style="list-style-type: none"><li>Nationwide remote support &amp; administration of AD, exchange &amp; mainframe</li></ul>	Pittsburgh, PA
	<b>Deskside Support Specialist – 2<sup>nd</sup> Level</b> 01/04 – 06/04 GlaxoSmithKline / Xerox Global Services <ul style="list-style-type: none"><li>Windows NT to XP migration and support</li></ul>	Pittsburgh, PA
	<b>Helpdesk Technician &amp; Deskside Support</b> 05/03 – 01/04 Medrad, Inc. <ul style="list-style-type: none"><li>Active Directory administration. Computer images built and rolled out</li><li>Responsible for tape backup and transactions with off-site storage</li></ul>	Pittsburgh, PA
	<b>Contractor, various assignments</b> 11/02 – 5/03 Manpower and Associates	Pittsburgh, PA
	<b>QA Tester for Windows XP Migration</b> 8/02 – 9/02 Mellon Financial Group <ul style="list-style-type: none"><li>Participated in software pushes over SMS and Active Directory</li></ul>	Pittsburgh, PA
	<b>Helpdesk Technician &amp; Deskside Support</b> 4/02 – 7/02 FedEx Ground World HQ <ul style="list-style-type: none"><li>Imaged, configured and installed over 200 computers in one month</li></ul>	Coraopolis, PA
	<b>Helpdesk Technician (Internship)</b> 9/99 – 5/00 NASA National Technology Transfer Center	Wheeling, WV
Helpdesk Skills	<i>Skill Sets:</i> Windows NT/2000/XP, Microsoft Office & Outlook, Active Directory, Lotus Notes, Internet Explorer, Netscape, SAP admin, some Linux <i>Environments Supported:</i> Small (~100 employees) & Large (5000+); Govt. & Corporate; Support: face-to-face, via telephone, & remote computer control	
Developer Skills	<i>Programming Languages:</i> C/C++, HTML, JavaScript, CSS, OpenGL, ASP, SQL <i>Production Applications:</i> Adobe Photoshop, Borland C++, Macromedia Dreamweaver	