

# Jeff Murray

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## Objective

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To obtain a career in IT utilizing my knowledge, managerial skills, and customer service skills to benefit a company's productivity.

## Technical Certifications

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- MTA: Microsoft Technology Associate - Networking Fundamentals
- MTA: Microsoft Technology Associate - Windows Operating System Fundamentals
- MTA: Microsoft Technology Associate - Windows Server Administration Fundamentals
- MTA: Microsoft Technology Associate - Security Fundamentals
- SDP: Service Desk Professional
- MCTS: Microsoft Certified Technology Specialist - Windows 7, Configuration

## Education

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### **Pc ProSchools** – Indianapolis, IN

Graduated: March 2012

- Computer Hardware Fundamentals
- Windows Operating System Fundamentals
- Microsoft Office 2010 Suite
- Security Fundamentals
- Windows Server Fundamentals
- Networking Fundamentals
- Database Administration Fundamentals
- Service Desk Professional and ITIL Concepts
- Emerging Technologies and Website Hosting
- Windows XP Configuration / Deployment / Administration / Troubleshooting
- Windows 7 Configuration / Deployment / Administration / Troubleshooting

### **American InterContinental University** – Atlanta, GA (Attended Online)

Graduated: April 2008

*Associates of Arts in Business Administration with Concentration in Information Systems*

- Business and Society
- Fundamentals of Marketing
- Computer Applications
- Business Presentations
- International Business
- Business Ethics
- Computer Concepts
- Business Management and Leadership
- Project Management
- Introduction to Operating System Interfaces
- Relational Database Concepts
- 3.40 GPA

## Technical Skills

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- Hardware Maintenance and Replacement
- Windows Operating System Installations: Windows XP, Windows 7, Windows 8/8.1, and 10
- Network and TCP/IP Configuration and Troubleshooting
- Windows Operating System Configurations and Troubleshooting
- Network Hardware Installations and Configurations
- Wired and Wireless Networking / 802.11 Standards
- File and Permission Management
- Active Directory Management
- Microsoft Office 2010-16 Product Support: Outlook, Word, Excel, PowerPoint, Visio, Access
- VMware Workstation/ Hyper-V
- Data Backup and Restoration Procedures
- Remote Deployment (Software Installation and Configuration)
- Remote Control Using GoToAssist, LogMeIn, Team Viewer, and Microsoft Remote Assist
- Imaging using Acronis True Image
- HTML

## Work Experience

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### Union School Corporation

October 2013 – Current

#### *Technology Director*—Modoc, IN (May 2015)

- Implementation, deployment, and maintenance of equipment and network.
- Maintain server backups
- Workstation Help Desk support, both remote and directly
- Maintain records of support
- Image hard drives using Acronis True Image
- Maintain Active Directory and other user accounts
- Monitor network activity, website visits, security logs, etc.
- Interact with students in lab or student-helper environments
- Work with school administration to implement policies and procedures related to information systems
- Make recommendations to school administration on technology solutions for school inefficiencies
- Prepare reports or budgets upon request
- Maintain 1-1 Initiative

#### *Technology Assistant*—Modoc, IN (Oct 2013)

- Assist Technology Director with implementation, deployment, and maintenance of equipment and network.
- Assist with workstation Help Desk support, both remote and directly
- Maintain records of support
- Image hard drives using Acronis True Image
- Assist with maintenance of Active Directory and user accounts

### Website Design

Current

- [www.jeffmurrays.com](http://www.jeffmurrays.com)
- [www.techtipsandhints.com](http://www.techtipsandhints.com)
- [www.rjshomeservice.com](http://www.rjshomeservice.com)
- [www.sowersofseedscounseling.org](http://www.sowersofseedscounseling.org)
- [www.dalevillejbsa.com](http://www.dalevillejbsa.com)
- [www.warrenthehandyman.com](http://www.warrenthehandyman.com)

## **Netfor**

June 2013 – September 2013

*Remote Deployment Technician*—Fishers, IN

- Remotely install and configure software
- Follow strict printed instruction guide
- Document installation issues
- Stage hard drives using Acronis True Image

## **Robert Half Technology**

October 2012 – Current

*Paragon Development Systems*—M&I/BMO Bank

- Three-day project (Oct 2012)
- Branch Capture equipment exchange
- Branch Capture support

*Allied Digital - Taco Bell*

- One-day project (March 2017)
- Back office equipment upgrade

## **Arby's Restaurant Group**

October 2011 – December 2013

*Manager* – Daleville, IN

- Key Advisor to the Store Manager
- Purchasing
- Solve customer complaints and problems
- Responsible for interviewing candidates

## **Burger King**

March 1999 - October 2011

*General Manager* – Pendleton, IN (July 2005)

- Oversee Restaurant Operations
- Managed 10 to 15 Employees
- Payroll
- Purchasing
- Sales Tracking
- Solve customer complaints and problems

*1st Assistant Manager* – Pendleton, IN (July 2001)

- Key Advisor to the General Manager
- Responsible for Hiring
- Responsible for Termination
- Create Crew Schedules
- Training

*Crew Member/ Assistant Manager* – Noblesville, IN (Aug 2000)

- Shift Management
- Scheduling and Money Management

*Crew Member* –Anderson, IN (Mar 1999)

- Food Preparation
- Cashier/ Customer Service

## **Volunteer**

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### **Daleville Junior Baseball & Softball Association**

October 2014 – Current

*Board Member* —Daleville, IN

- Held Vice President, Secretary, and Board Member positions