**CLINTON SIMPSON** **simpson.clinton.m@mail.com** • **(817) 627-8940**

 **2375 Arapaho Rd., Garland, TX 75044**

**Position Anticipated: Technical Field Engineer, IT Manager or System Administrator**

**KEY SKILLS**

**Time Management • Field Operations Preparation • IT Strategies • Software Installations • Network Infrastructure**

**PROFESSIONAL EXPERIENCE & ACHIEVEMENTS**

Dell, contracted by Unisys, Fort Worth, TX US 2022 to 2024

***Technical Field Engineer IV***

* Provided technical support to customers in the field
* Troubleshot and resolved complex technical issues
* Installed, configured, and maintained hardware and software systems
* Documented and reported technical findings and recommendations
* Ensured compliance with company policies and procedures
* Stay updated with the latest industry trends and technologies

Nerds to Go, Arlington, TX US 2020 to 2022

***Senior Technical Analyst***

* Analyzed technical issues and provided efficient solutions
* Collaborated with cross-functional teams to gather requirements and designed technical solutions
* Conducted system testing and troubleshooting to ensure smooth operation
* Provided technical support and guidance to end-users
* Researched and evaluated emerging technologies to improve system performance
* Assisted in the implementation and integration of new software and hardware
* Identified and resolved technical issues in a timely manner
* Stayed updated with industry trends and best practices in technology analysis

Goodwill Industries, Fort Worth, TX US 2017 to 2020

***Senior Technical Support Specialist***

* Provided technical support to customers via phone
* Assisted customers in troubleshooting software and hardware issues
* Managed and resolved IT service requests within specified timeframes
* Installed and configured software and hardware components
* Performed system diagnostics and documented technical issues
* Collaborated with cross-functional teams to resolve complex technical problems
* Maintained accurate records of customer interactions and solutions
* Ensured customer satisfaction by delivering prompt and efficient support
* Stayed updated on industry trends and new technologies
* Participated in regular training sessions to enhance technical skills

Vape Wild, Addison, TX US 2015 to 2017

***IT Technical Director***

* Managed and supervised the IT department in a fast-paced environment
* Designed, installed and supported the entire network and communication infrastructure and security systems
* Responsible for managing IT budget and all hardware & software procurement
* Collaborated with cross-functional teams to identify and meet IT needs
* Led the implementation of new technologies and systems
* Provided technical support and troubleshooting for staff
* Ensured data backup and disaster recovery procedures were in place
* Stayed up to date on industry trends and advancements in IT
* Developed and implemented IT policies and procedures
* Evaluated and recommended software and hardware upgrades

Homeland Healthcare, Allen, TX US 2011 to 2015

***Operations Manager/System Administrator***

* Managed day-to-day operations of the company's IT systems
* Administered and maintained network infrastructure
* Ensured data security and system backups
* Provided technical support to staff members
* Evaluated and recommended hardware and software solutions
* Conducted regular system audits and performance monitoring
* Managed vendor relationships and IT hardware & software procurement & asset management/inventory
* Oversaw software installation and upgrades
* Developed and implemented IT policies and procedures
* Collaborated with cross-functional teams to improve operational efficiency and consistency

Texas Back Institute, Plano, TX US 2008 to 2011

***Senior System Administrator/Manager***

* Managed and maintained the company's computer systems and network infrastructure
* Responsible for troubleshooting and resolving complex technical issues
* Performed routine system upgrades and ensured systems were up to date
* Monitored system performance and identified areas for improvement
* Provided technical support and training to end users
* Assisted in the evaluation and selection of new hardware and software solutions
* Managed domain services and all active directory & exchange server tasks
* Implemented and maintained network and data security measures
* Enhanced server configurations to improve synchronization processes while ensuring data security & integrity
* Collaborated with IT team to develop and implement backup and disaster recovery plans and drill events

The Pinnacle Corporation, Arlington, TX US 2004 to 2008

***Senior IT Analyst***

* Responsible for analyzing and evaluating complex IT systems and processes
* Managed and prioritized multiple IT projects to align with business goals
* Provided technical expertise and guidance to junior IT analysts
* Identified and resolved IT issues and risks in a timely manner
* Developed and executed test plans to ensure system functionality and performance
* Developed and maintained IT documentation, including system specifications and user manuals
* Assisted with IT budget planning and tracking
* Stayed updated on industry trends and emerging technologies to drive innovation in IT processes and systems
* Collaborated with cross-functional teams to develop and implement IT solutions
* Participated in IT strategy development and implementation

Nursefinders Inc, Arlington, TX 2001 to 2003

***Senior Analyst, Data Security/Software Compliance Manager***

* Provided comprehensive technical support for desktop and server hardware and software
* Managed and troubleshooted network connectivity issues
* Collaborated with cross-functional teams to implement and maintain server infrastructure
* Evaluated and recommended hardware and software upgrades for optimal performance
* Responsible for managing and monitoring backups and disaster recovery procedures
* Provided timely resolution to user-reported issues and inquiries
* Performed routine maintenance and system updates to ensure security and stability
* Created and updated technical documentation and user guides
* Assisted with training and onboarding of new team members
* Maintained inventory and asset management for desktop and server equipment

Stone Support, Dallas, TX 1997 to 2001

***Desktop/Server Analyst III***

* Responsible for providing technical support and troubleshooting for desktop and server systems
* Analyzed and resolved hardware and software issues related to desktop and servers
* Performed regular routine maintenance and updates on all hardware as needed
* Collaborated with other IT teams to ensure smooth operation of desktop and server systems
* Created and maintained documentation for desktops and servers
* Managed user accounts, permissions, and access rights on desktop and servers
* Identified and implemented security measures to protect desktop and servers
* Assisted in the planning and execution of desktop and server migrations and upgrades
* Provided training and guidance to end-users on the use of desktop and servers
* Installed, configured, and upgraded desktop and server hardware and software

Burlington Northern Railroad, Fort Worth, TX US 1995 to 1997

***Help Desk Specialist (Contractor)***

* Provided technical support to end users on a variety of software and hardware issues
* Troubleshot and resolved computer hardware and software problems
* Assisted users in setting up new computer systems and software applications
* Maintained documentation of troubleshooting steps and resolutions
* Collaborated with team members to diagnose and resolve complex technical problems
* Followred established procedures for incident management and escalation
* Discovered ability to work independently and prioritize tasks effectively
* Experienced help desk ticketing systems to track and monitor user requests
* Provided excellent customer service and communication skills
* Ensured timely and accurate resolutions of user issues and minimized downtime

MCI Telecom, Richardson, TX US 1994 to 1995

***IT Technician (Contractor)***

* Responsible for troubleshooting and resolving hardware and software issues
* Provided technical support to end users
* Performed system upgrades and patches
* Conducted system performance testing
* Collaborated with cross-functional teams to plan and execute IT projects
* Developed and implemented network infrastructure solutions

Presbyterian Healthcare System, Dallas, TX US 1984 to 1994

***Help Desk Specialist/Affiliate Member Coordinator***

* Provided technical support and troubleshooting for computer systems and software
* Coordinated and oversaw affiliate members and partnership deals
* Maintained accurate records of remote affiliate members technology requirements and wants
* Responded to inquiries and provided assistance to all affiliate members
* Collaborate with internal departments to address and resolve affiliate member concerns
* Assisted with the development and implementation of training programs for all affiliates
* Ensured compliance with organizational policies and procedures
* Participated in team meetings and contributed to department projects
* Conducted regular evaluations and updated the affiliate member databases & manual charting

**EDUCATION & CERTIFICATIONS**

* Lakeview Centennial High School; Honor Diploma, 3.72 GPA; Graduated 1982
* Dell Certified, 2022
* CompTIA, A+ Certification, 2019; Career ID***: COMP001021476564***