

# James J. Rizzo, Jr.

- Objective** Seeking a position in an Information Technology department utilizing strong interpersonal and critical thinking skills in a fast-paced learning environment.
- Education** *University of Connecticut* DECEMBER 2001, STORRS, CT  
**Bachelor of Science** in Ecology and Evolutionary Biology.
- Skills**
- Operating Systems:*  
Windows 95/98/Me/2000/XP, DOS, MacOS X; familiar with Windows NT 4.0, Linux, and MacOS 9.
- Applications:*  
Microsoft Office Professional; Norton Anti-Virus Corporate Edition 7.5 (client and server); Adobe Photoshop; Macromedia Dreamweaver; ArcView GIS; most common web browsers and email clients; Familiar with Norton Ghost.
- Languages:*  
HTML; Familiar with MySQL, and PHP.
- Experience**
- Providence College* DECEMBER 2005-PRESENT, PROVIDENCE, RI  
*Helpdesk Manager*
- General phone and in-person technical support.
  - Managing the Helpdesk staff, both professional and student employees.
  - General maintenance of 6 computer labs.
  - Maintaining Helpdesk website and documentation.
  - Assisting in imaging of computer labs.
  - Assisting in planning of future IT endeavors.
- Providence College* DECEMBER 2003-DECEMBER 2005, PROVIDENCE, RI  
*Helpdesk Coordinator*
- General phone and in-person technical support.
  - Managing a staff of 70 student employees.
  - Removing viruses and preventing future virus outbreaks on the network.
  - Started a ResNet program to offer support for student computer problems.
  - General maintenance of about 200 lab machines.
  - Writing documentation for common tasks.
  - Creating website for Helpdesk documentation.
  - Preparing and running training sessions for student employees.
  - Wrote extensive manual for student employees.
  - Assisting in imaging of lab machines.
  - Assisting in other tasks that may require attention after hours.

***Seymour High School***

OCTOBER 2003-DECEMBER 2003, SEYMOUR, CT

*Writing Center Tutor*

- Troubleshooting problems with computers and printers in the Writing Center.
- Helping students with assignments.
- Aiding students in the use of various computer applications.
- Aiding students and teachers in the use of the Internet as a research tool.
- General maintenance of computers and printers.
- Aiding teachers conducting classes in the Writing Center.

***Saint Mary School***

JANUARY 2003-OCTOBER 2003, BRANFORD, CT

*Substitute Teacher*

- Instructing a class throughout a normal school day.
- Adjusting quickly in order to teach the material effectively.
- Leading the class in group discussion.

***ResNet, UConn***

AUGUST 2000-DECEMBER 2001, STORRS, CT

*Residential Computer Administrator*

- Managing and supervising the support team.
- General phone, email, and in-person technical support with computer networking on a local area network with about 9000 clients.
- Assisting in writing and enforcement of the university's residential network and bandwidth policies.
- Administration of Norton Anti-Virus server for managed clients and assisting with removal of viruses found on clients.
- Setting up and supporting about 60 Department of Residential Life staff workstations, both PC's, running Windows 2000 Professional, and Macintosh computers.

**Hobbies**

Music, computers, skiing.