


<p><b>Lawrence Wooten, Jr.</b>  Cellular phone 919-792-7788  lawrence_wooten@yahoo.com</p> <p>Certifications</p>	<p>Objective</p> <p>Achievement-oriented professional looking to work with an organization where I will effectively manage and support strategic initiative, maintain the company core values, and provide business services and solutions that position our clients for success.</p>
	<p>Professional Experience</p>
<p>Skills and Experience</p> <p>Windows 95/98  Windows NT/2000  Office XP  Novell  Terminal Server  Citrix  VNC  Ghost 5.1  Power Quest Drive Image  Lotus Notes R5  Peoplesoft  Crystal Reports  Compaq equipment  IBM equipment  DELL equipment  Hewlett Packard equipment  Creating and managing user accounts  Troubleshooting, updating, and implementing new and existing software  Networking computers  Security</p>	<p><i>Career Transition Specialist,</i>  Nov 2007- Present - Cornerstone Solutions, Inc., Kittrell, NC</p> <ul style="list-style-type: none"> <li>▪ Conduct career transitional needs assessments with new and departing students to identify transitional service need ensuring that students separating from the program have the skills and resources needed to make a successful transition to the workforce</li> </ul>
<p>Education</p> <p>Microsoft Certified Professional  Computer Learning Center  2000</p>	<p><i>Distributor,</i>  Sept 2006-Aug 2007 - Wentworth Marketing Inc., Atlanta, GA</p> <ul style="list-style-type: none"> <li>▪ Provide marketing solutions to Bellsouth small business owners to ensure consistent throughput for small businesses and to train new distributors to be solution-oriented and knowledgeable about Bellsouth products and services</li> </ul>
<p>Bachelor of Science  Florida A&amp;M University  1995</p>	<p><i>Unloader,</i>  Sept 2003-Jul 2006 - United Parcel Service, Atlanta, GA</p> <ul style="list-style-type: none"> <li>▪ Handle 1200 parcels per hour</li> <li>▪ Properly handle parcels to insure internal customers properly sort parcels to be delivered in a timely manner to external customers</li> </ul>
<p>References</p> <p>References are available on request</p>	<p><i>Instructor,</i></p> <ul style="list-style-type: none"> <li>▪ Oct 2003-Apr 2004 - Sutton Middle School, Atlanta, GA</li> <li>▪ Supervise students that were placed in the In-School Suspension Program</li> <li>▪ Exercise corrective actions for behavioral concerns with students</li> </ul>
	<p><i>Instructor,</i>  Apr 2002-Oct 2003 - Atlanta Job Corps Center, Atlanta, GA</p> <ul style="list-style-type: none"> <li>▪ Introduce students to various levels of information technology</li> <li>▪ A+ instructor in a GED/High School program</li> <li>▪ Maintain end-user environment of 150 users</li> <li>▪ Environment includes Windows 95/98, Novell Client, Norton Antiviral Protection, educational software, and peripherals, Support Dell and Compaq equipment</li> </ul>
	<p><i>Desktop Analyst,</i>  Oct 2000-Mar 2002 - IBM Corporation</p> <ul style="list-style-type: none"> <li>▪ Monitored helpdesk logs and service request database to troubleshoot and resolve tickets</li> <li>▪ Imaged, configured, and maintained workstations ordered by customer</li> <li>▪ Performed routine preventative maintenance throughout customer site daily</li> <li>▪ End-user support of Novell client, Peoplesoft, Crystal Reports, Office XP, Microsoft Works, VNC, Novell Border manager, Lotus Notes R5, Dell equipment (desktops and laptops)</li> </ul>

## Professional Experience Continued

### *Desktop Analyst,*

*Feb 2000-Oct 2000 - Bellsouth Technology Services*

- Provide BTSI users with reliable 24X7 support for all Desktop/LAN hardware and software-related products
- Troubleshoot and resolve trouble tickets reported by customers
- Create and maintain user accounts and perform daily backup of Novell server
- End-user support of Microsoft Office Suite, Microsoft Outlook, Microsoft Novell Client, NT 4.0 Workstation, Novell 5.1, and Citrix
- Create customer workstations with ghosting software
- Configure customer workstations to access network remotely
- Evaluate and recommend new equipment and applications, which provide added value to our customers
- Track and fine tune service commitments using metrics & surveys. Serviced Dell and IBM workstations and servers

### *Junior LAN Administrator,*

*Feb 1999-Feb 2000 - EDMT Technologies*

- Set up and administration of all client workstations, servers, switches and routers
- Physical layer installation and troubleshooting (fiber optic, and Cat5)
- Hardware installation and troubleshooting
- End-user support of Microsoft Office Suite, ACT! Database, NT 4.0 Workstation, NT 4.0 server, and various 3rd party products
- Support for network copiers, printers, and fax machines
- Worked with KPMG on a statewide rollout of new computer systems and network integration for all Georgia libraries
- Worked with KPMG on network integration of PDC/BDC in an NT Terminal Server environment (second part of previous project)

### *End User Support Analyst,*

*Apr 1998-Feb 1999 - IBM Corporation*

- Troubleshot and solved problem issues customers presented
- Assisted field technicians with repair of equipment by phone
- Documented events and information in a database
- Handled escalation for parts/field and follow through to resolution

### *Graduate Assistant,*

*Aug 1995-Apr 1998 - Florida A&M University - Environmental Sciences Department*

- Conducted literature reviews
- Worked with professors in the department organizing programs for new student orientation
- Researched and organized information relevant to thesis topic
- Troubleshot and resolved problems with office equipment

### *Technical Support Specialist,*

*Aug 1993- Apr 1995 - Florida A&M University - Planning and Analysis*

- Setup email accounts on Novell server for student body
- Constructed web pages for various departments on campus