

# Brent E. Parish

713 Morning Dove Cove  
Manchaca, TX 78652  
512.291.1658  
brent@brentlytech.com

---

## PROFESSIONAL PROFILE

I am a multifaceted, business orientated information technology manager / administrator with over ten years of business technology support experience. I am capable of performing both hands on desktop support and business technology management. I am proficient in assessing, justifying and executing technology requirements as it relates to the needs of the business.

I have played roles in implementing ITIL practices across the enterprise by performing the function of problem management, developing service desk tools, support processes and documentation of standard operating procedures. I am well versed in the service desk model and certified in ITIL foundations and have attended hands on ITIL workshops. I have experience leading project teams for enterprise wide technology solutions. I am well versed in desktop computing standards and imaging.

I have several years experience negotiating with software and hardware vendors, service providers and providing proposals for internal customers along with budgeting, researching and implementing technologies. I am accustomed to being the single point of IT contact for a 110 user site and a 150 user remote site in San Antonio. I have been recently laid off due to economic down turn and I am now seeking a position where I can continue developing my career and utilize my skill set in a self motivated manner.

## EXPERIENCE

**INFORMATION TECHNOLOGY OFFICE MANAGER** **1999-2009**  
JACOBS ENGINEERING, CARTER & BURGESS, INC. (FORMERLY) AUSTIN, TX

- Day to day desktop support for 110 workstation site and 150 workstation remote site
  - Created project plan and over all solution design for implementation of new desktop PC's, laptop PC's and printer consolidation.
  - Responsibilities included developing solution and project plan for desktop migrations, application installations, and end user data migration.
  - Ensure current end user devices meet or exceed corporate standard and that all devices connecting to the network are running the most current image / software releases.
- Image Creation and Test Team Manager
  - Lead for a nationwide enterprise team which creates software packages, tests, reports and then deploys the company's Dell image to all desktops and mobile workstations. This requires close integration with all facets of the business as a whole.
  - Responsible for maintaining all images, package testing, and content along with ownership of the process.
- Dell Hardware Test Lab
  - Team member responsible for benchmarking enterprise software on a variety of Dell hardware platforms.
  - Plan and document testing procedures and benchmarks
  - Record results, analyze data and develop report of findings
  - Present hardware recommendations for different job roles within the business to infrastructure group and senior management.
- Hardware and software deployment planning
  - Analyze computing needs for production units with emphasis on costing and ROI
  - Develop hardware recommendation plans and justify to management
  - Work closely with production units, plan, document and execute software deployment strategies
- Project office planning and execution
  - Provide RFP/RFI to management team
  - Analyze business technology needs and design infrastructure

- Create infrastructure deployment plans and execute
- Annual Business Planning
  - Develop yearly business plans outlining future technology needs and costing
  - Justification to management of future technology initiatives
- Technical Writing and SOP creation/maintenance
  - Develop and maintain standard operation procedure documentation for hardware deployments.
  - Creation of end user training documentation
- Service Desk Implementation Roles
  - Achievements included participation as a team member to facilitate the design, implementation and continual improvement processes for our Enterprise Service Desk Services
  - Collected information from all sites nationwide and created SOP documentation for Enterprise Service Desk
  - Created HTML web tool to assist the Enterprise Service Desk in locating relevant documentation
- Implementation and Management of Novell Netware and Windows servers
  - Responsibilities include, creating initial server deployment architecture/methodology to ensure business needs are met, while maintaining project timelines and budget
  - Server deployment , ongoing administration and data backups
- Managed migration projects from Novell Netware to Microsoft Windows 2000 and Active Directory
  - Participated as a key team member for a company wide initiative project/solution development, planning and execution of the migration from Novell NetWare to MS Windows 2003 Server
  - Research and develop hardware requirements for new systems
  - Develop data migration plan for local office to ensure minimal impact to business

**SERVICE SUPPORT REPRESENTATIVE**  
UNISYS CORPORATION

**1998-1999**  
AUSTIN, TX

- Internal telephone technical support for hardware and software incidents
- Resolve incidents with installation, operation, and configuration of assigned products
- Apply diagnostic techniques to identify problems and execute solutions
- Escalate complex problems to Remote Support Engineering staff

**COMPUTER TECHNICIAN**  
NATIONAL COMPUTER CLEARINGHOUSE

**1997-1998**  
AUSTIN, TX

- Computer hardware assembly and troubleshooting for retail sale
- Operating System Install and troubleshooting for retail sale
- Phone Technical support for customers
- Responsible for ordering and building all custom computer orders

**EDUCATION**

**WINDOWS XP MCP**  
SELF STUDY

**2008**  
AUSTIN, TX

**ITIL FOUNDATIONS CERTIFICATION**  
TWO DAY COURSE WITH EXAM, COMPLETED AND PASSED

**2006**  
AUSTIN, TX

**WINDOWS 2000 MCP**  
SELF STUDY

**2002**  
AUSTIN, TX

**ASSOCIATE DEGREE – ELECTRONICS TECHNOLOGY**  
SOUTHWEST SCHOOL OF ELECTRONICS

**1996-1998**  
AUSTIN, TX

- 3.8 GPA while working part-time. Received 18 Academic Achievement Awards.

**BUSINESS MANAGEMENT**  
BLINN JR. COLLEGE

**1991-1993**  
COLLEGE STATION, TX

- 30 hours completed with business management major.

## SKILLS

### MANAGERIAL

- Financial Business Planning
- Vendor Contract Negotiation
- Disaster Recovery Planning
- IT Infrastructure Architecture
- RFP Creation and Justification
- Enterprise Desktop Image Creation Management
- Remote office planning, execution and support
- Move/Reconfiguration Planning and Execution
- ITIL Implementation Roles
- Desktop/Laptop Deployment Planning and Execution
- ITIL Problem Management
- Service Contract Negotiations
- Office Equipment Procurement
- Creation of User Training Materials

### TECHNICAL

- Desktop Administration and Support
- Windows Server Admin for NT, 2000, 2003, Active Directory
- Novell 4.X and 5.X Admin
- GroupWise Administration
- GroupWise Migration to Exchange
- Novell Zenworks
- Package Creation and Deployment
- MS SMS
- Dell Enterprise Hardware Knowledge
- ArcServe Backup
- WebSense Web Security
- Nortel Phone Systems and Voice Mail
- CAD Applications, Autodesk, Bentley, Haestad, ESRI. CAD Software
- HTML Web Design
- Technical Writing, SOP Creation
- Technical Employee Training
- Large Format Printing/Plotting
- DOS Scripting
- Adobe Products, strong Photoshop
- ITIL Foundations Certified
- Blackberry
- Printer and Plotter Support
- Familiar with MS Clusters
- Familiar with Dell EMC SAN