David J. Gorsky

255 Tucker Avenue, Apt. 327, Union, NJ 07083
Cell: (908) 590-1544, Email: davidjohngorsky@gmail.com Skype ID: perphectionaria51

Certifications   A+, Network+, Security+, CCNA

Computer Skills   Active Directory, Acumen, Adobe Acrobat, Altiris, BitLocker, BMC Magic, BMC Remedy, Cisco IP Communicator, Cisco Unified Communications, Cisco Routing & Switching, Connected Backup, DameWare, Dell, Droid, GLPI, Goldmine, HP, IPAD, IPHONE, Lenovo, MacBook Air/Pro, MAS90, Mountain Lion OS, MS Office, Norton Ghost, OneDrive for Business, Open SUSE, Oracle VirtualBox, Paint Shop Pro, RedHat, SCCM, SharePoint, SonicWall, SQL, Swimage Encore, TechExcel, Tigerpaw, Ubuntu, VDI, VMWare, Windows XP/Vista/7/8/10/Server 2003/Exchange Server 2003

Work Experience

Educational Testing Services (via CSC-Modis) (April 2016-Present)
Princeton, New Jersey   PC Refresh Technician
- Imaged desktops and laptops for refresh
- Deployed imaged machines to end user with applications
- Made suggestions to project manager to improve deployment schedule
- Advised team members of hardware/software incompatibilities
- Resolved break/fix issues

Aequor Technologies, Inc. (March 2014-January 2016)
Piscataway, New Jersey   Migration and Support Specialist
- Built laptops, desktops, MacBooks, and tablets for a major pharmaceutical company
- Utilized Parallels Virtual Machine, VDI, BitLocker, TechExcel and SCCM when necessary
- Managed computer records and user passwords using client's Active Directory interfaces
- Documented build procedures
- Trained team members on build processes
- Improved overall workflow to meet SLAs
- Provided accurate management of over 1,000 assets (using GLPI, Excel, and scanner) without impeding production
- Notified procurement, build team, and onsite technical personnel of new shipments
- Updated Life Cycle Management SharePoint site for future reporting
- Worked with vendors and manufacturers regarding warranty and repairs
- Shipped assets to client
- Conducted network stress tests to verify bandwidth performance

MARS Chocolate North America (via TEKSystems) (January 2014-March 2014)
Hackettstown, New Jersey   Site Support Technician
- Built laptops for end users
- Tested hard drives
- Pushed applications via SCCM
- Maintained and tested audio-visual apparatus (e.g. Polycom) in conference areas

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Valley National Bank (via MicroStrategies, Inc.) (May 2013-January 2014)

Wayne, New Jersey   Windows 7 Migration Technician

- Imaged and deployed Windows 7 PCs
- Restored end user Desktop environments, Favorites, and templates copied from previous XP machines
- Assisted end users in getting used to new operating system
- Set up local and network printers and configured Advanced Options
- Loaded software packages using Altiris
- Delegated with software vendors about Windows 7 compliance issues
- Managed Active Directory to track both old and new machines
- Reset passwords of end users
- Provided technical support to end users via Remote Assistance

Verizon Wireless (via The Judge Group) (September 2012-March 2013)

Bedminster, New Jersey   Network Repair Bureau Technician

- Troubleshooted RF issues between mobile devices and cell towers
- Escalated degrading conditions to system performance engineers
- Adjusted mobile device settings to improve performance over cellular network

Veterans Administration Hospital (via Sygnetics, Inc.)

(February 2012—June 2012)

New York City Metropolitan Area   Dell Refresh Tech

- Staged and imaged computers for Windows XP and 7
- Deployed computers at user locations
- Configured printers and installed software via network shares

Enslow Publishers, Inc.

(September 1999—November 2010)

Berkeley Heights, New Jersey   Customer Service Representative

- Worked with sales reps, accounting, and warehouse to improve order fulfillment times
- Maintained library automation and cataloging specifications for large school district library systems, public library systems, and individual schools
- Managed two data migration projects for the company's CRM tool Goldmine
- Streamlined customer service procedures, using Goldmine, Excel, Word, and Outlook
- Provided excellent documentation of all procedures
- Processed orders for non-fiction publications for schools, public libraries, vendors, and the general public
- Streamlined customer service procedures, using Goldmine, Excel, and Outlook
- Created handbooks and quick guides for customer service department
- Designed order forms to improve efficiency in the order process
- Trained new associates in customer service
- Maintained contracts and agreements with large school districts and educational cooperatives

Education   **Anthem Institute**, Parsippany, New Jersey

Computer Networking and Security

Graduated February 7, 2012   -   GPA: 4.0

Kean University, Union, New Jersey

BA in English; May 1998   -   GPA: 3.35