

# CHARLOTTE ELDRIDGE

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## Senior Computer Analyst

### PROFESSIONAL PROFILE

Dedicated *Senior IT Computer Analyst* with extensive experience in various industries. Responsible for the consultation of internal support; possessing advanced knowledge of the business units' systems; collaborating with upper management and senior staff to identify, strategize and effectively develop solutions to recurring issues, eliminating user down time and increasing productivity. Communicate effectively by phone, in-person and in writing to support users of widely varying technical abilities. Driven to meet challenges and exceed customer and employer expectations while demonstrating the highest level of professionalism. *Core Competencies include:*

- ◆ Bilingual: English & Spanish
- ◆ Public trust security clearance
- ◆ Committed to data integrity
- ◆ Excels under pressure
- ◆ Integrity and competence
- ◆ Excellent customer service
- ◆ Conflict resolution
- ◆ Troubleshooting
- ◆ Multi-tasker
- ◆ CSM SCRUM Master
- ◆ Self-starter
- ◆ Creative problem solver
- ◆ Prioritizing tasks
- ◆ Highly organized
- ◆ High work ethics

### CONTRACT PROFESSIONAL EXPERIENCE

#### *Operations Technician I: Local Service Repair- Ethernet*

**Client: CenturyLink Contractor: Artech Information Systems LLC | Leesburg, FL Feb/2017-May/2019**

- ◆ Utilized and tested Adtran, Alcatel Lucent 7750, Calix E5/E7, Ciena (CN/LE), Cisco (3400/3550/2950/6509), NetVanta, TA5000, RAD (202,203,204) ethernet equipment. communications equipment such as SONET, ATM, fiber optical and understanding of LAN/WAN software/hardware technical support; long-haul and metro transport networks, IP products, CIENA optical, Cisco IP routing, RAD, Circuits: DS1, DS0, DS3, Ethernet. DACS, MUXS, repeaters, cable pairs, line cards, remote cards, OCU's, MDF, test ports, channel banks, DSX Panels, and PRI equipment. copper-binding equipment Actelis, Aktino and Para dyne devices
- ◆ Used Microsoft: Active Directory, SQL Server, Windows Server, Office SharePoint Server, Windows SharePoint Services, Windows Server Update Services (SMS), and Exchange

#### *Customer IT/Network Problem Management*

**Client: Sprint Inc. Contractor: Mindlance Inc. | Orlando FL Apr/2016-Nov/2016**

- ◆ Provided technical support to field engineers, technicians while diagnosing, troubleshooting, repairing and debugging complex electro/mechanical equipment, computer systems, complex software, or network and/or wireless systems including cell phone towers, mini macros, hotspots, and various hand-held devices
- ◆ Conducted second level responsibilities which included expert cell phone tower support
- ◆ Utilized security clearance to engage in restricted technical support
- ◆ Provided technical support to field engineers, technicians, and product support personnel to assist in diagnosing, isolating, troubleshooting, repairing and debugging complex electro/mechanical equipment, computer systems, complex software, or network and/or wireless systems
- ◆ Responded to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software. Which includes microwave, Ethernet backhubs, and switches
- ◆ Reported design, reliability and maintenance problems or bugs to design engineering/software engineering.
- ◆ Involved in customer installation of mini macros and training. Provided support to customers/users where the product is highly technical or sophisticated in nature

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*Computer Analyst | BlueLine Industries Inc. | Longwood, FL Jan/2015- Feb/2016*

- ◆ Daily server maintenance and computer operations maintaining office desktop operating systems, including Windows XP, Windows 10 and Microsoft Office applications.
- ◆ Highly self-motivated and directed individual with an exceptional level of customer service and written and oral communication skills.
- ◆ Maintained IT equipment and performed preventative maintenance repairs, on printers, scanners, bar code readers and label printers.
- ◆ Performed hands-on fixes at the desktop level, including installing and upgrading software and configuring systems and applications while also administering security policies to ensure a secure computing environment and provided internal technical support.

**Furthered my education from Jan/2010 through May/2014**

## *Senior IT Computer Analyst*

**Client: Mercedes Benz, Inc. | Montvale, NJ Feb/2008-Oct//2009**

- ◆ Utilized Active Directory to reset Passwords, unlock accounts, add new groups, granted access permissions and set user security settings for Windows users
- ◆ Troubleshoot and resolved Network, Cisco VPN, and Air card connectivity issues
- ◆ Used Lotus Notes (Configuration, Archiving, Data merging HTML, JavaScript, and TCP/IP networking concepts; and performed common PC hardware diagnostic and maintenance
- ◆ Secured PeopleSoft system by administering system access, monitoring
- ◆ Provided remote support to end users with hardware and software problems including WAN connectivity, upgrades, configurations, data recovery

## *AS/400 Initial Contact Support/ Technology Operations Support Specialist*

**Client: United Parcel Service (UPS) Contractor: Accenture. Inc. | Florham Park, NJ Apr/2006-Oct/2007**

- ◆ Administered application software installs for high profile for fortune 500 customers (Some examples: QVC, Discovery Channel, GameStop, Century21) using AS/400, Windows, UNIX and Mainframe platforms on remote client systems
- ◆ Provided second level customer software support
- ◆ Utilized operating systems platforms: AS/400, Windows, UNIX and Mainframe
- ◆ Focused on network troubleshooting (TCP/IP, HTTP)
- ◆ Managed multiple projects simultaneously and tracking/managing issues to resolution while testing off business hours and occasional weekends
- ◆ Performed daily, weekly, and monthly proactive database monitoring

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## EDUCATION

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**Howard University** Washington, DC

**Bergen Community College** Paramus, NJ

**Passaic County Community College** Paterson, NJ

**Computer Learning Center** Paramus, NJ

**Compliance Solutions** Altamonte, FL

**Major:** Microbiology **Minor:** Chemistry

**Focus/Major:** Information Systems Management

**Major:** Security **Minor:** Project Management

**Certification:** Network Engineering and Management

**Certification:** Credit Card Security Certificate Number: 10216488