

Jeffrey Patrick O’Neal
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Frederick, CO 80530
720-272-8721

SUMMARY OF QUALIFICATIONS

Personable individual who works well with people with a go-getter attitude. Has risen through the ranks of all organizations where he has worked. Experienced bartender who runs a clean and accurate operation and is loved by his customers. Experienced information technology help desk support with excellent customer service and interpersonal skills in the areas of installations, upgrades, enhancements and maintenance of customer’s computers. Successful troubleshooting and ensuring that each customer is completely satisfied with a workable computer system. Customer satisfaction is the most important aspect of any job and he enjoys and emphasizes this with every customer.

EXPERIENCE

American Legion Post 111, Louisville, CO

Bartender

3/2018-Present

- Part-time, on-call bartender who effectively supports large and small customer base.

Zelios, Erie, CO

Production/IT Admin

7/2019 - 2/2020

- Supported all IT equipment used by Office Admins
- Produced CBD oil from raw Hemp
- Supported manufacturing equipment and fixed as needed
- Assisted new equipment setup
- Lead forklift operator moving heavy equipment
- Reduction in Force resulting from COVID-19 pandemic.

American Legion Post 111, Louisville, CO

Commander, Sons of the American Legion

3/2018-6/2023

- Supports Legion members, who are former U.S Military veterans by providing leadership for projects assigned to the Sons of the American Legion
- Provides computer support as needed to the Post
- Coordinates Legion events and tracks funding, receipts, and successful completion. Successfully improved the financial standing of the Sons through improved management and new initiatives.
- Provides support to Veterans and their families as needed.

CO Department of State/Secretary of State Office

Systems Technician

2/2012

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3/2018

- Supported all end-users throughout the Department of State by coordinating maintenance of computer hardware, software and peripherals.
- Procured, installed, upgraded, enhanced and maintained computer applications and system software for the use of departmental staff.

- Maintained desktop computer services including peripherals on both individual desktop personal computers and via VMWare/Zero Client server based solutions attached to back-end office applications servers.
- Supported other divisions with their GoToMeeting schedules within the state. Primary support of the CDOS Help Desk Tier One staff for a variety of environments and systems, including user desktop and applications, as well as printer support.
- Supported Tier One help desk staff with backup/recovery for all Server systems in conjunction with System Engineers. This often requires adhoc action. Recovery is required when people or system failures occur.
- Supported Help Desk Technicians and supervisor where all daily operations are concerned.
- Implemented CRM for the Helpdesk and getting ready to roll out to other divisions within the other divisions. Training other employees how to use it, configure, weekly reporting for upper management. Worked with vendor to tailor CRM to our office needs and ongoing support/bug reporting.

Front Range Community College, Westminster, CO
Information Technology Services Coordinator
3/2008 – 2/2012

- Planned, directed and managed administrative and instructional desktop computing and telephone system support on the Campus.
- Functioned as a liaison for the information services group to campus leadership and inter-campus information technology groups.
- Supervised full and part time information technology personnel to insure appropriate support for the needs of campus information services users.
- Coordinated and planned with all departments and vendors to assess needs in regard to equipment provisioning, installation scheduling and training for information technology services.
- Managed operations, personnel and projects for all campus-specific technology resources. Devises on-going quality control/problem solving solutions.
- Maintained constant contact with major stakeholders of the different program areas regarding the software needed each semester including new and upcoming technology and regular updates.

AREAS OF EXPERTISE

Operating Systems	Hardware	Databases	Tools / Editors
Windows XP, 7, 10	Dell	Microsoft Access	Microsoft Word
Unix	Apple	Serena Track-It	Microsoft Excel
Active Directory	Citrix		Microsoft Power Point
Mac OS	VMWare		Microsoft SharePoint
			CRM

EDUCATION AND CERTIFICATIONS

Bachelor of Science: University of Northern Colorado, December 2001

Major: Business Management with a minor in Speech Communications

Information Technology Infrastructure Library (ITIL) v3 Certification