

Vadim Yudkin

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Contact

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Summary

- Information Technology Professional with 12 years of experience, including over seven years of experience supporting technologies in an enterprise environment.
- Earned a Master of Science degree in Information Systems with emphasis in Enterprise Technology Management, completed a two year Computer Service Technician program, and received A+ and Dell certifications.
- Maintain strong work ethic with exceptional organization and multitasking skills applied in a time sensitive, challenging work environment.
- Self motivated leader with strong attention to detail and commitment to excel in a continuous learning environment.
- Customer service focused with effective communication, troubleshooting and problem solving skills.

Professional Experience

Tekron Solutions, LLC | Greenwood Village, Colorado 2013–Present

I.T. Consultant / Co-Founder

- Provide I.T. Consulting services to small and medium sized businesses, which include technology planning, networking, storage/backup, cloud solutions, mobile technologies, security, remote access, office relocations and more.
- Offer Audio Visual and I.T. Support for various events such as sales conferences, company meetings and workshops, ranging from 10 up to 2000 attendees.
- Advise clients on technologies and solutions tailored to their budget and specific business needs.
- Manage all of the day-to-day operations along with company spending, budgets, accounting and documentation.

Jackson National Life Insurance | Denver, Colorado 2005–2013

Senior Technical Support Specialist

- Worked in a group environment to provide primary I.T. support and all related issues for over 1,000 local and remote users.
- Researched, developed and deployed new solutions focused on improving the efficiency and structure of the company, while supporting the company vision and staying within budget.
- Performed leadership roles across multiple projects and company initiatives including the development of procedures and standards for upgrading laptops to a new companywide standard, imaging configuration for new equipment, and Citrix VDI deployment.
- Reduced company expenses by traveling with audio/visual equipment and providing I.T. support around the U.S. for a variety of conferences and other business events.
- Supported Windows XP/7, Windows 2003/2008 Servers, Windows Mobile, Android, iOS Smartphone's, Symantec Endpoint Protection, Check Point Encryption and other technologies.
- Deployed Laptop and Desktop images, software packages and patches using Ghost, Altiris Deployment Console and CA ITCM.
- Managed the support of the Macintosh department, including troubleshooting issues with Tiger & Leopard OSX and Adobe Creative Suite.
- Addressed issues related to Cisco Switches, Wireless Routers, Blue Coat Firewalls, Proxy and DNS servers.
- Updated and maintained inventory, floor plans, network room schematics, and other organized documentation using BMC Remedy, Microsoft Office applications and other systems.

Rootstock Solutions | Denver, Colorado 2009–2011

Independent Contractor

- Designed and implemented the entire I.T. infrastructure, including VPN, Network Storage, Backup, Microsoft Exchange E-Mail, and Enterprise activated Blackberries.
- Maintained existing systems with latest patches and expanded functionality with features such as web site hosting, network printing/scanning and additional customized workstations.
- Established technical standards and provided I.T. direction for future growth, including equipment lifecycles and technological trends.

FedEx Kinko's Aurora, Colorado Project Manager <ul style="list-style-type: none">• Provided customers with computer, networking, and copier technical support.• Managed and maintained the Computer Services Department.• Responsible for production and organization of the facility.• Trained and managed newly hired team members.• Supervised and motivated a 15-member team of full and part-time associates.	2000–2005
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Education

University of Colorado Denver Denver, Colorado Master of Science in Information Systems <ul style="list-style-type: none">• Emphasis in Enterprise Technology Management.• Graduated with a 3.7 GPA.	2011–2013
University of Colorado Denver Denver, Colorado Bachelor of Science in Business Administration <ul style="list-style-type: none">• Double major in Finance and Accounting.	2003–2008
Pickens Tech Center Aurora, Colorado <ul style="list-style-type: none">• Completed a two year “Computer Service Technician” program.• Maintained a 4.0 GPA.	2001–2003

References

Available upon request.