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Online Portfolio: <http://www.geocities.com/jeffmussel/index.html>

**Objective:** A challenging position in an Information Technology department or company that provides and offers assistance, services, support and management with innovative programs and solutions to satisfy employee and customer needs and contribute to customer success.

**Education:** August 1996 – Present: University of Houston Houston, TX  
Major: Information Systems Technology  
Minor: Industrial Supervision  
Currently classified as a senior with 6 credits remaining.

July 1998 – October 1999: University of Houston DT Houston, TX  
Microsoft Certified Systems Engineer Courses  
· Networking Essentials - Passed required test #70-058  
· 803 Administering Microsoft Windows NT 4.0  
· 922 Supporting Microsoft Windows NT 4.0 - Core Technologies

**Experience:** May 2002 – Present [TRG](#) – Contract to El Paso Production CO  
Houston, TX  
Position: Helpdesk System Analyst  
· Provide 100% phone support for the El Paso Production Company.  
· Provide additional phone support for Production specific applications, i.e. Landmark, Discovery, and Team Workspace.  
· Contributed Exploration and Production based technical solutions to the IT department Knowledge Base  
· Open and, as needed, assigned request to appropriate support group or person via Unicenter Service Desk.  
· Support for Citrix, ODBC, and Java based application prominent to El Paso Production Company.  
· Provided full support for Microsoft Windows 2000, XP Professional, 9.X, and also Microsoft Office 2000, 2002, and 2003.  
· Setup and assisted, when needed, for internal Audio and Video conferences.

June 2001 – May 2002 [TRG](#) – Contract to El Paso Energy CO  
Houston, TX  
Position: Helpdesk System Analyst  
· Provided first and second level technical support to El Paso employees  
· Provided full support for Microsoft Windows 2000, 9.X, and also Microsoft Office 2000.

- Setup and assist, when needed, for both Audio and Video conferences.
- Contributed technical solutions to the IT department Knowledge Base
- Handled customer's issues by either by first call resolution or transferring the issue to the correct support personal
- During after hours, provided desktop support when a resolution could not be achieved via phone support.

October 2000 – June 2001 Brunette Staffing – Contract to Getronics  
Houston, TX

Position: DSL Technical Support E-Mail Analyst II

- Handle an average of 60 – 80 customer issues via written e-mail.
- Provide technical support via e-mail to DSL, ISDN, and dial-up connected users.
- Troubleshoot all slow throughput related issues and escalating then when needed.

April 2000 – October 2000: Brunette Staffing – Contract to Getronics  
Houston, TX

Position: DSL Technical Support Analyst II

- Provide second level technical support to Verizon DSL customers.
- Personally handle hard to trouble connectivity cases from start to end.
- Diagnose, troubleshoot, test, recreate and resolve or escalate complex technical internetworking hardware and software problems.

February 2000 – Aril 2000: Brunette Staffing – Contract to Getronics  
Houston, TX

Position: DSL Technical Support Analyst I

- Provide first line technical support to Verizon ADSL customers
- Responds to a high volume of calls and ensures customer satisfaction
- Troubleshooting and providing resolutions for both PPPoE and Bridged Verizon ADSL customers.

December 1998 – February 2000: Best Buy Co. Webster, TX

Position: Product Specialist

- Knowledge specialization in computer products
- Conduct sales within the computer department
- Help customers with all questions pertaining to computer products

## **SKILLS**

- Strong Broadband connectivity skills with Windows 9.x, 2000 Professional,
- Strong with Broadband commutation via routers, hubs, and software based solutions.
- Able to troubleshoot hardware conflicts on IBM compatible computers.
- Basic support with Lotus Notes
- Windows 9.x, NT 4.0, 2000 Professional, Windows XP Pro
- Microsoft Office versions: 97, 2000, 2002 (XP), & 2003

- Microsoft Outlook versions: 97, 2000, 2002 (XP), & 2003
- Citrix Client, ODBC, Cisco VPN Client, PeopleSoft 5.1, 7.5, and 8.0.
- Remote desktop client(s): Dameware, VNC
- Problem/Request tracking application(s): Unicenter Service Desk

**REFERENCES**

References furnished upon request.