

# ALLEN FRY

---

717-315-7087 | allenmfry1986@gmail.com | www.allenfry.com

**OBJECTIVE** Seeking full-time employment in one of the following roles: Helpdesk Analyst I or II, Desktop Support Technician, Web Developer, Systems Analyst, or IT Field Technician. Commute must be within reasonable Harrisburg, PA radius or the job would have to be remote.

## EXPERIENCE/EMPLOYMENT

**NOTE:** I am currently a stay-at-home dad and have been in this role on a full-time basis since my last job at Essintial Enterprise Solutions.

- *Hardware Field Technician* / Essintial Enterprise Solutions | 100 Sterling Parkway, Suite 307, Mechanicsburg, PA 17050 | 8/31/2020 – 1/7/2021
  - + Serviced NCR point of sale hardware, installed servers, loaded VRU's and imaged PC's
  - + Networked network devices with CAT5 cable, maintained photo kiosk, utilized PSIDs and SSIDs, and worked with Tier 3 support
  - + Performed periodical maintenance on equipment, configured routers for photo equipment, and cleaned and reloaded photo printers
  - + Refreshed main switch for store pharmacy and store front end, fixed money order machines, and put new batteries into APC units
  - + Used SRM buddy Droid phone application and coordinated with supply depot
  - + Adjusted store sound amp and troubleshooted amino sound systems
  - + Connected store zebra guns, configured firewall devices, and fixed barcode scanners for merchandise and for prescriptions
  - + Installed and troubleshooted Verifone devices, office printers, and label printers
- *Desktop Support Contractor* / Pennsylvania Higher Education Assistance Agency (PHEAA) | 1200 North 7<sup>th</sup> St., Harrisburg, PA 17102 | 10/15/2019 – 3/15/2020
  - + Executed Windows 10 migration of roughly 3,000 computers using CA IT Client Manager
  - + Perform imaging/burning of PC and laptop computers
  - + Engaged in software discovery, execution of custom applications, and distribution of computers to computer users
- *Application Performance Systems Analyst* / Highmark Health Solutions IT | 1800 Center St, Camp Hill, PA 17011 | 12/10/2018 – 8/30/2019
  - + Member of Performance and Availability Management team
  - + Manage synthetic script monitoring application (IBM ITCAM) to monitor response time and availability of client web-based applications in production and test environments
  - + Utilize response time and availability data to notify application teams of user frustration
- *Desktop Support Contractor* / Pennsylvania Office of Attorney General (OAG) / IT Section, Strawberry Square, 14<sup>th</sup> Floor, Harrisburg, PA 17120 | 11/3/2017 – 7/2/2018

- + Imaged laptops/PCs and worked with developers to provide application support
  - + Cleaned/organized data center and installed APC unit backup power supplies for switches
  - + Assisted with installation and preparation of computer hardware at multiple job sites
  - + Formatted laptop/PC hard drives and coordinated with Dell to replace broken hardware
- *Technical Support Analyst* | Rite Aid, Inc. | 5280 Simpson Ferry Rd., Mechanicsburg, PA 17050 | 4/10/2017 – 10/13/2017
    - + Provide technical support to Rite Aid store employees using ServiceNow ticketing system
    - + Troubleshoot mainframe application and handle server computer issues
    - + Work on networking problems with switches, access points, and firewall devices
- *Service Desk Support Analyst* | Prelude Services | 5095 Ritter Road, Mechanicsburg, PA 17055 | 3/1/2015 – 11/1/2016
    - + Provide technical support for Prelude Services clients
    - + Resolve problems dealing with Citrix application console
    - + Work extensively with Active Directory and GoToAssist
- *Helpdesk Analyst* | Randstad Technologies | 5020 Richard Lane, Mechanicsburg, PA 17055 | 8/16/2010 – 3/28/2011 and 2/1/2014 – 3/1/2015
    - + Clients: A.M. Castle Co. & State Department of Labor and Industry
    - + Created, resolved, & escalated tickets using BMC Remedy Action Request System
    - + Utilized enterprise knowledge platform to locate procedures for common issues
    - + Troubleshoot common issues for Windows 7, Mainframe systems, VPN, & security systems

**CERTIFICATIONS**     W3Schools Certified HTML5 Developer (Granted September 11, 2018)  
                                  W3Schools Certified CSS Developer (Granted November 1, 2018)  
                                  W3Schools Certified JavaScript Developer (Granted May 15, 2024)

**EDUCATION**            Bachelor of Science in Business Administration (BSBA: Class of 2010)  
                                  **Management Information Systems (MIS) Major**  
                                  GPA: 3.33 Overall, 3.45 Major  
                                  Shippensburg University, Shippensburg, PA 17257  
                                  John L. Grove College of Business (AACSB International Accreditation)

**COLLEGE INTERNSHIPS (In order most relevant)**

- *Capital BlueCross: IT Security* (2500 Elmerton Ave., Harrisburg, PA | 6/1/2007 – 1/1/2008)
  - Assisted in business requirements gathering and testing phase of Software Development Life Cycle (SDLC) for new access tracking software known as RBACx.
  - Redesigned IT Security website in HTML and CSS with other members of the intern team
  - Assisted with HIPAA, SAS 70, and SOX compliance audits using Excel & Excel macros
  - Coordinated vendor meetings for implementation of vulnerability tracking software
  - Presented PowerPoint presentation of project research to IT Security team members
  - Attended networking lunches with managers & interns from other IT departments
  - Studied book chapters & video series about how to communicate effectively

- *Global Data Consultants* (1144 Kennebec Dr., Chambersburg, PA | 1/10/2010 – 5/10/2010)
  - Imported job applicant resume data into Microsoft SQL Server 10.0 using C# to then be queried with SQL commands for common new trends and skills in IT industry
  - Assisted web design specialist design CSS style sheets and HTML for client websites
  - Studied Dennis Bakke’s “Joy at Work” & applied concepts at Global Data

## RELEVANT COLLEGE COURSEWORK & SKILLS

- Business Computer Systems
  - Excel, Word, Access, PowerPoint
- Programming Concepts
  - Microsoft Visual Basic 8.0
  - Object Oriented Programming
- Telecommunications
  - UNIX & Windows Server 2008
- Information Syst Project Mgmt
  - Microsoft Project
- Business Programming (C++ )
- Bus Syst Analysis & Design
  - First exposure to SDLC
- Database Applications
  - Database entity relationship design
  - Oracle 10.2 / SQL\*Plus / PL-SQL
- Electronic Commerce
  - CSS, HTML, ASP, JavaScript
  - Static & dynamic web design

**COLLEGE HONORS**    Dean’s List (5 of 8 Semesters)  
 Member of National Scholars Honor Society  
 Awarded Renetta F. Heiss Scholarship (MIS Major Scholarship)  
 Elected to Who’s Who among Students 2009  
 Recipient of All American Collegiate Scholar Award (2007)

## PAST COMMUNITY INVOLVEMENT

- *Prison Christian Growth Group (PCGG)*: offer Christian based visitation services to incarcerated communities
- *MIS Club*: Attended Shippensburg seminars to inform new students about the MIS program
- *Co-Ed Tennis Club*: Nominated for general leadership position, provided transportation to tournaments & matches, & raised money to support club budget for uniforms & supplies
- *Catholic Campus Ministry & Newman Association*: Maintained club website off Shippensburg University server using Ektron CMS400.NET (now Episerver) content management system (CMS)

## LINKEDIN URL

<https://www.linkedin.com/in/allen-m-fry-6a848366>