Tabitha J Scully

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EXPERIENCE

Nov ’15 – Present
ZyQuest, Inc. – Development Center Support Analyst

 Create and manage virtual machine templates as well as cloud hosted VMs

 Setup and management of new employee hires

 Manage, troubleshoot an/or assign incoming trouble tickets using Connect Wise

 Setup and management of internal services

 Perform OS updates on windows and linux servers

 Mobile device management

Jan ‘16 – Present
Valders Ambulance Service – EMT­Paramedic

 Respond to medical and trauma emergencies by ambulance and assume responsibility

for the assessment and care of the patient(s)

 Initiate and establish IV’s and administer medications as necessary

 Transport patients to the Emergency Department or other facilities by ambulance

 Complete assigned patient reports

 Public relations and education

 Attend monthly meetings and continuing education of ems classes and certifications

Jun ‘05 – Present Northeast Wisconsin Technical College – EMS Instructor

 Instruct EMS students on practical skills

 Provide initial and refresher education to EMS students and providers in cooperation

with the head instructor.

 Evaluate EMS students on skill performance for class, state, and National Registry of

Emergency Medical Technicians testing

May ’15 – Nov ‘15
Constellation Energy via ZyQuest, Inc. – Desktop Support Specialist

 Assisted with the planning and execution of the transition from the Integrys Energy

Group domain to the Exelon Corporation domain

Dec ’14 – Mar ’15 Integrys Energy Group via ZyQuest, Inc. – Software Deployment/Analyst

 Follow industry best practices for deployment in the corporate desktop computing

environment.

 Test all parameters for software, upgrades, and patches to be deployed at all local and

remote locations including virtual environments.

 Provide software support expertise for installed software.

 Provide support and direction to IT support personnel related to software installation

process and procedure.

 Installed software applications manually and via SCCM

 Created and/or revised installation documentation for all manual software.

 Maintain the software repository.

 Troubleshot and fulfilled service tickets utilizing BMC Service Desk.

Sept ‘14 – Nov ‘15 Huterra (ZyQuest) – IT Consultant

 Analyzed state of Wisconsin school districts to map out each school within the district

and determine all poetential contacts for assisting with their fundraising through

HuTerra.

 Assisted with Social media events.

 Create and/or edit websites for sponsoring businesses for charity donations.

Mar ‘14 – Aug ‘14 W.W. Grainger, Inc – PC Technician

 Provide Tier 2 Desktop Support via in person, phone, Microsoft Lync, Dameware or

VNC.

 Setup, troubleshoot, analyze and resolve all issues for VOIP phones, cell phones,

desktops and laptops, local and networked printers, remote connections and software.

 Monitor and perform daily, weekly and monthly server data backups

 Employee Management for new hires, terminations and department moves which

includes setting up workstations cubes, hardware and various systems administration

work.

 Image and reimage Windows and MAC desktops and laptops

 Asset inventory management

 Monitor, respond and resolve all Incident tickets and AdHOC requests using

ServiceNow web application.

 Laptop hard drive encryption using encryption software and data recovery

 Connected Backup

June ‘11 – Mar ‘14 Integrys Energy Group via ZyQuest, Inc. ­ Lead Desktop Technician Consultant

 Conducted and performed desktop imaging QA testing and QA testing of core and

critical applications, installed, configured and tested a variety of user specific hardware

and software applications manually and via SCCM.

 Designed implemented and maintained technical guidelines and documented a

complete end­to­end deployment process and created documentation for all software

installs.

 Group Policy, Beyond Trust Power Broker knowledge and Active Directory

Administration

 Assessed and implemented space requirements, equipment and hardware needs and

resources necessary to perform all job duties by team members.

 Troubleshot, analyzed and resolved all imaging, core and manual software application

failures and installations.

 Delegated responsibilities to team members, managed, trained and helped in the

development of team members.

 Maintained all Windows 7 asset inventory of all business organizations hardware which

included desktops, laptops, Toughbook’s using a self­ created Microsoft Access

Database.

 Provided end­user desktop support for reimaged and replaced desktops, laptops,

Toughbook’s, printers, and peripheral devices via face to face, remote applications and

phone methods.

 Imaged and/or reimaged approximately 5000 desktops, Toughbook’s and laptops

using SCCM image client software from Windows XP to Windows 7 Enterprise

environment via USB drive.

 Prepared, coordinated all scheduled deployments, and managed all Windows 7

Production Issues Service Desk trouble tickets and assigned team members or

appropriate resources for preparation duties, deployments and support.

Oct ‘09 – Oct ‘10 ZyQuest, Inc. ­ Infrastructure Support Analyst

 Provided network administration including the deployment, configuration, maintenance,

and monitoring of network equipment and infrastructure, Active Directory, Group Policy

and Exchange administration

 Performed design, installation, education, networking, security, troubleshooting and

resolution of all issues for landlines, cell phones, pda’s and computers including server,

workstations, laptops, printers, routers, modems, switches, firewalls and remote

connections.

 Maintained all on and off­site service of computers and all other communication

devices as well as inventories for both hardware and software, maintained licensing

and repairs.

 Designed, implemented and maintained technical guidelines and documentation

 Conducted level 1 and 2 desktop support for internal and external clients including

setting up, troubleshooting, configuring and upgrading pc hardware and software.

 Installed and configured a variety of department specific software products manually

 Perform QA testing of Core and Critical applications

Feb ‘09 – Oct ‘10 Wisconsin Public Service via ZyQuest Inc. – Print & File Migration Technician

Consultant

 Prepared for departmental migrations by doing inventory and interviews of all local and

district user computers, reimaged approximately 2500 desktops, ToughBooks and

laptops using Norton Ghost from Novell to Windows XP, manually installed and

configured various department specific software, provided face to face end user

desktop support and troubleshooting for all reimaged desktops, laptops, ToughBooks,

printers, pda’s, projectors, cell phones and updated ITAM (Asset Management Service)

database.

 Set up and/or replacement of desktops, laptops and ToughBooks hardware

 Knowledge of group policy and general active directory

 Defined and documented a complete end­to­end desktop deployment process

 Performed QA testing of Core and Critical applications as well as tested software and

updated software documentation

 Performed backup images of user’s hard drives

Mar ‘08 – June ‘08 DoPsych, S.C. – Practice Manager

 Responsible for day to day operations of psychiatric clinic and overseeing all internal

and external communications of the practice, billing, accounts receivable, and staff

 Created and implemented policy and procedures guideline, designed database,

 Responsible for Network Administration, including the deployment, configuration,

maintenance, and monitoring of network equipment and infrastructure.

 Responsible for design, purchasing, installation, educations, networking, security,

troubleshooting and resolution of all issues for phone and computers including;

Server, workstations, laptops, printers, router, modem, switches, firewalls and Remote

connections

 Responsible for maintaining all site inventory both hardware and software, maintaining

licensing, along with coordinating service agreements, repairs, and all on­site service

for computers and all other communication devices.

Dec ‘06 – Mar ’08 Impromed, Inc. – Software Educator

 Traveled the US and Canada for set up and installations on servers, workstations,

remote terminals and trained staff on Database Software to be utilized by the

Veterinary Clinic

 Installation and configuration of hardware, software and networking on computers,

backups, antivirus, updating, replication, and Remote Desktop Connections

 Troubleshoot, analyze and resolve technical problems on hardware and software

Sept ‘03 – Apr ‘06 Pro­Tec Fire Services, LTD – Public Safety Officer

 Enforced airport city, state and federal laws regarding aviation security and operations

as well as state and local laws.

 Conducted traffic and crowd control enforcement, fingerprinting and background

investigations

 Conducted patrol operations, vehicle inspections and provided testimony during legal

proceedings.

 Arrest and detention of individuals engaged in unlawful behavior

Investigated crimes on or related to the airport and monitored the activities of

passengers, employees and other visitors via CCTV in interior and exterior grounds.

 Responded to actual or potential structural and/or aircraft incident/accident

emergencies and extinguished fires with various liquid agents, equipment, and tools.

 Assisted mutual fire aid to outside fire departments and Worked side­by­side with a

multitude of other law enforcement agencies, both state and federal, on a daily basis.

 Assisted in the airport operation functions by responding onto airfield to assist with

safety inspections, fuel spills, wildlife incursions, debris on the runway, runway friction

tests and inspections.

 Responded to medical emergencies as a first responder and treated medical and

trauma patients.

 Conducted monthly EMS training to departmental staff

 Prepared and assigned daily station reports.

 Maintained annual training and certifications and on­going education

EDUCATION

 Northeast Wisconsin Technical College, Green Bay, WI – Technical Degree in

Emergency Medical Technician Paramedic

 Concordia University of Wisconsin, Mequon, WI ­ Bachelor Degree in Management

and Communications

 Northeast Wisconsin Technical College, Green Bay, WI ­ Associate Degree in

Police Science