

Derek Lipscomb
Spartanburg, SC

(864) 619-2243
DLipscombSC@Gmail.com

Summary

A highly motivated IT professional with a proven record of Server and PC administration

Computer Skills

Microsoft Office and 365
Networking and Security
Technical Documentation

Web and Software Programming Basics
Active Directory, LDAP, and RDP

MS Server and SQL
PC Hardware Concepts

Work Experience

Network/IT Support Specialist - UNG, Boiling Springs SC

Oct 2020 – Current

- Provided support for phones, laptops, desktops, printers, firewalls, and routers in multiple environments
- Administered Windows server systems including Active Directory, Cloud Services, and mail servers
- Maintained network security, cloud, email security, VOIP, and data recovery systems

IT Desktop Support (Temp)- Michelin, Spartanburg SC

Aug 2019 – Oct 2020

- Supported on premises IT equipment, Cisco network devices, and clients — Including software deployments
- Wrote and edited a Visual Basic script to assist with Active Directory domain joining
- Assisted with inventory, scheduling, budgeting, planning, cost-reduction, and shipping of IT equipment

IT Desktop Support Team Lead (Temp) - Spartanburg Regional Hospital, Spartanburg SC

May 2018 – May 2019

- Managed incidents for employee equipment including computers, Cisco VOIP phones, and software
- Resolved networking issues pertaining to remote desktop and VPN connections
- Reviewed, scheduled, and documented software installations and hardware expansions
- Managed inventory and assisted with device deployment logistics

Machine Operator (Temp)- Strategy Plastics, Duncan SC

February 2018 – May 2018

- Trimmed and inspected injected molded plastic products to be shipped to the customer

IT Support Analyst (Temp) - Greenville Hospital System, Greenville SC

October 2017 – January 2018

- Administered support for employee IT equipment and software
- Routed support requests to, and worked with, medical equipment maintenance technicians

IT Helpdesk Associate - NSC Global for BMW, Greenville SC

June 2017 – October 2017

- Provided networking and remote support for employees
- Resolved hardware and software issues pertaining to proprietary software

IT Support (Temp) - Belk Fulfillment Center, Jonesville SC

August 2016 – May 2017

- Maintained 500+ RF guns, thin clients, laptops, Cisco VOIP devices, networks, servers and racking
- Designed and Implemented a broadcast TV system
- Created evaluations and documentation for equipment

Jr. Desktop Support Analyst - Denny's Corporate, Spartanburg SC

June 2014 – Feb 2016

- Administered back-end POS systems, and configured client batch files
- Maintained networking hardware, VPN systems, and POS hardware

Education

Associate's Degree in Information Technology

Spartanburg Community College