Mark Callihan

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# Introduction

Motivated End User Support Consultant with strong expertise in hardware and software troubleshooting, seeking an IT Analyst role at the Pennsylvania Turnpike Commission. Dedicated to resolving end-user incidents swiftly and efficiently, while optimizing the troubleshooting process and documentation to drive enhanced productivity and operational efficiency.

# Experience

## CONSULTANT | PENNSYLVANIA TURNPIKE COMMISSION | JANUARY 2022 – PRESENT (2 YR, 11 MO)

· Answered Phone Calls, Emails and ServiceNow Incidents to assist end users with technical issues on the IT Service Desk.

· Managed computers using BeyondTrust, which allows the IT Service Desk to remote into commonly accessed machines.

· Supported AV Staff for commission and general meetings utilizing Crestron, WebEx and Teams software.

· Worked frequently with other IT Teams, such as Security, Server & Storage Management, and Cyber Security.

· Responded to end user incidents and performed on-site hardware & software troubleshooting as an End User Support Technician.

· Configured and deployed new mobile phones and tablets for an organization wide device refresh to over 1,000 users.

· Administered OptiSigns software used to display electronic bulletin boards in all 23 roadway Maintenance Sheds, spanning the state of Pennsylvania over 550 miles.

· Assisted with several IT projects, including migrating all 1,500+ users from Windows 10 to Windows 11.

· Assisted with imaging and deployment of field devices such as laptops, desktops, cell phones and tablets.

· Deployed and maintain PCs, printers and software for the Pitney Bowes project. A software used by Pennsylvania State Police for shipping purposes.

· Managed and tracked Computer and Monitor Assets using the ServiceNow application.

· Wrote internal IT documentation (Business Process Procedures) for various hardware and software applications. A recent example of this was configuration for setting up new printers within the organization.

## INTERN | CAPITAL AREA INTERMEDIATE UNIT | JUNE 2019 – APRIL 2020 (10 MO)

· Answered Phone Calls to assist end users with technical issues.

· Performed hardware repairs on computers and mobile devices.

· Provided on-site support by visiting end users’ desks to troubleshoot and resolve technical problems.

· Mapped all network ports in the main office building.

## REPAIR TECHNICAN | SMARTFIX CENTER | NOVEMBER 2018 – AUGUST 2019 (9 MO)

· Repaired a wide range of devices, including mobile phones, tablets, laptops, desktop PCs, and Apple Products.

· Provided excellent customer support by communicating directly with customers to understand and address their repair needs.

· Diagnosed and resolved hardware and software issues across various electronic devices.

· Answered calls from customers regarding new appointments, pricing and status of appointments.

## “POLAR IT” ASSISTANT (*NON-PAID PART TIME)* | NORHTERN HIGH SCHOOL | MARCH 2018 – JUNE 2020 (2 YR, 3 MO)

· Assisted students and faculty with common IT related issues.

· Performed hardware diagnoses and part replacement as needed.

· Gained knowledge of 3D printing and other various technologies.

· Gained experience assembling personal computers and various parts.

# Education

**A.A.S IN COMPUTER INFORMATION SYSTEMS | HARRISBURG AREA COMMUNITY COLLEGE | HARRISBURG, PA | DECEMBER 2021 CUMBERLAND PERRY AREA VOCATIONAL TECHNICAL SCHOOL | MECHANICSBURG, PA | JUNE 2020 HIGH SCHOOL DIPLOMA | NORTHERN HIGH SCHOOL | DILLSBURG, PA | JUNE 2020**

# Skills & Abilities

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| * Incident Response | * Testing and Validation |
| * End-User Support | * Technical Documentation |
| * Hardware & Software Troubleshooting | * Process Improvement |
| * Hardware Repair | * Script Development |
| * iOS and Android Knowledge | * Windows, Mac OS and Linux Knowledge |