

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 TECHNICIAN | 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

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