

# ETHAN BELL

10592-A FUQUA #218 • HOUSTON, TEXAS 77089  
PHONE: (281) 898-1219      [linkedin.com/in/ebell](https://www.linkedin.com/in/ebell)      E-MAIL: [ebell451@gmail.com](mailto:ebell451@gmail.com)

## OBJECTIVE

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A position in information technology requiring a valued team player with relevant experience, good presentation skills, good troubleshooting skills, and the proven ability to interpret and explain complex technologies in a clear and concise manner.

## WORK EXPERIENCE

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### **Micro Focus / Fortify / NetIQ**

Houston, Texas

October 2015 to Present

#### *Technical Support Engineer II*

- Investigated and resolved incoming questions and issues in a timely and effective manner for Application Security and ITOM Software Solutions: Fortify Suite (SCA, SSC, WebInspect, WIE, CloudScan, Application Defender), NetIQ AppManager Suite (AppManager, Aegis, Analysis Center), Operations Bridge Manager (OBM / OMi), SiteScope (SiS), NetIQ Operations Center
- Documented all contact activity, including troubleshooting steps and problem resolutions, in the CRM/CMS
- Created knowledge articles and video tutorials to reduce troubleshooting and research time of future calls
- Responsible for creating a team collaboration repository
- Took responsibility for knowing when and how to elevate issues within support and to development
- Met specific productivity requirements (i.e., number of cases open, resolved, same-day resolution, etc.)
- Verified, tested and reported product deficiencies or bugs using defined enhancement/bug reporting process
- Performed tasks and projects as delegated by senior, lead or management
- Reported to management new process issues that impacted customers. Especially when no procedure or process was in place for a given situation or when an existing process or procedure needed modification
- Tested new releases and provided feedback to quality assurance and development teams
- Assisted other support engineers in ticket resolution
- Developed and maintained lab consisting of Microsoft Windows Server 2008-2019, Microsoft SQL Server 2008-2017, Exchange, Office365, Linux (openSUSE, SUSE, CentOS)

### **Allied Virtual Office Assistants**

Houston, Texas

March 2004 to Present

#### *Owner*

- Provided computer/network consulting services, technical support and managed services for clients
- Trained clients in the effective utilization of technology and software to improve efficiency
- Installed, configured, managed LAN and WLAN networks, networking hardware and software including firewalls, routers, switches and other network appliances
- Created video tutorials and help files utilizing Camtasia Studio and fpHelp Builder
- Provided administrative, office management, and business support services for SMB, SOHO and local government
- Created and implemented social media marketing plans
- Installed, configured and maintained websites: HTML, MySQL, PHP, CSS, CMS (Joomla!, Mambo, Drupal), blogs (WordPress), WIKIs
- Responsible for accounts payable, accounts receivable, marketing, customer service, purchasing

**Aditi Staffing**

Houston, Texas

October 2013 to February 2015

*IS Plant Support Analyst / Systems Engineer I*

- Contract position at Calpine Corporation providing desktop and server support for corporate offices and plant sites in the Central US Region
- Provided exceptional (reliable, timely, and effective) customer service through consulting, installation, support, training and troubleshooting for the end-user community
- Effectively met project milestones, deadlines and target dates on PC/OS Refresh and other projects assigned
- Performed systems administration and configuration for all internal data systems, requiring a solid understanding of Windows Server 2008, 2012, Hyper-V (hosts and guests)
- Responsible for investigating, performing root cause analysis, developing remediation plans and resolving issues for end-users and internal systems as presented in Remedy tickets in accordance with SLAs
- Performed routine system monitoring to ensure ongoing availability, integrity and security of managed assets
- Served as “Smart Hand Support” on location for the networking team
- Imaged computers and installed applications per end user requirements and company policy/procedures
- Wrote and modified scripts to increase the efficiency of implementing and managing servers and desktops

**MRI Contract Staffing (CDI)**

Houston, Texas

July 2013 to September 2013

*IT Support Analyst*

- Temporary Contract Position at Baker & Hostetler, LLP at the Houston downtown office
- Effectively met project milestones, deadlines and target dates on imaging and migration project (PC Refresh Windows XP to Windows 7 and Windows 7 to Windows 7 – data transfer)
- Provided tier 2 end-user support (desk side, virtual via remote control and telephone)
- Provided exceptional (reliable, timely, and effective) customer service through consulting, installation, support, training and troubleshooting for the end-user community
- Performed testing of software applications, upgrades, security patches utilizing the Firm’s test matrices to ensure compliance and usability

**GTI Federal / HP ES**

Houston, Texas

March 2012 to March 2013

*Interim Operations Manager / Lead Field Service Technician (PC & Mac)*

- Promoted to Interim Operations Manager supervising over forty employees on the Agency Consolidated End-User Service (ACES) contract providing desktop support
- Subcontractor for HP Enterprise Services providing level 2 & 3 PC & Mac support for NASA’s Johnson Space Center personnel
- Assisted software engineers in configuring and troubleshooting software applications, OS updates and scripts
- Provided supervision for more junior technicians during day-to-day operations
- Interfaced with technical and in-house customer service personnel to determine exact nature of problems and implement remedial procedures for customer
- Documented problems and corrective actions by logging and tracking all requests for assistance, reporting on resolution status and providing performance metrics utilizing work order tracking application – SM7
- Conducted training sessions for less experienced staff
- Participated in projects that require conceptualizing, designing, constructing, testing, implementing and optimizing basic infrastructure systems that enable and support business, engineering
- PC and Mac refresh (Windows to Mac, Mac to Windows, Windows XP to Windows 7)
- Assisted staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines

**GHG Corporation**

Houston, Texas

December 2010 to February 2012

*Desktop Technician, ODIN Refresh/Retrofit Technician*

- Subcontractor for Lockheed Martin providing level 2 PC support for NASA's Johnson Space Center personnel
- Assisted backup administrators in troubleshooting machines where a CommVault backup agent could not be deployed remotely or where SCCM could not be successfully deployed
- Refreshed and Migrated users from Windows XP to Windows 7 utilizing Swimage
- Provided troubleshooting for machines that failed to complete the Swimage process successfully
- Served as team lead for second shift migration team supervising at least two other employees
- Worked with desktop engineering during Swimage pilot program providing lessons learned, best practices and technical notes
- Met with customers during Recon and Decon process to explain the process, document required information and answer questions during their desktop upgrade or migration, provided tech support after migration

**City of Manvel**

Manvel, Texas

November 2004 to May 2010

*IT Manager*

- Reduced purchasing costs by twenty percent by renegotiating contracts and establishing relationships with new vendors
- Assisted department heads with the integration of technology to improve efficiency and productivity
- Supervised the purchase of all new computer equipment and software
- Utilized formative evaluation methods (e.g., rapid prototyping) to evaluate software and hardware products and training aids and other performance improvement tools
- Maintained computer and networking systems
- Provided technical support
- Developed and maintained website and blogs utilizing Joomla!, WordPress, HTML, PHP, MySQL
- Created and managed social media sites for the City (Twitter, Facebook) – Houston Chronicle wrote an article regarding the City's usage of social media
- Established online presence for the City: blogs for department heads, Twitter, Facebook
- Developed technology use and purchasing plan for the City

**EDUCATION & CERTIFICATIONS**

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**Apple Certified Support Professional**

July 2012

*OS X Support Essentials 10.7***East Texas Baptist University**

Marshall, Texas

Graduated in 1994

*Bachelor of Science in Education—Basic Business*

- 12 hours of Computer Science
- Received Dr. Harm award for Outstanding Business Education Student
- Nominated for Who's Who Among American Colleges & Universities