

# LORI CLIFTON

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## Desktop and Server Support Lead Engineer

Proactive Information Systems professional with over 23 years of technical, system administration, and team lead experience with a wide range of computer hardware, software, servers, networks, printers, and mobile devices. Highly versatile, with innate ability to quickly learn even the most complicated equipment or system. Strong focus on troubleshooting and problem resolution to provide minimal disruptions to end-users.

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## CORE COMPETENCIES

Server Support / Maintenance • Network Support / Management • Mobile Devices  
Troubleshooting • Problem Resolution • Server Applications • Help Desk Operations  
End-User Support • Life Cycle Management • Inventory Management • Database Development  
Team Management • Remote Operations • Multisite Operations • Laptop / Desktop Support  
Team Building / Leadership • End User and Support Technician Training • License Management  
Documentation • Vendor Management • Web Design  
Social Media Marketing • Advertising Design • Marketing

## TECHNICAL SKILLS

### Software:

Windows10 • Windows Server • Active Directory • Azure • VM Ware • Exchange Server • Google Workspace  
SonicWALL • Clonezilla • Acronis Snap Deploy • Norton Ghost • Deep Freeze • Symantec Backup Exec •  
PC Monitor Altiris • Spiceworks • VMware • Service Now • Remedy Sales Logic CRM • LogMeIn Rescue •  
Zoho Suite ZenDesk • Office Communicator • MS Teams • Lync Skype for Business • Zoom • Virtual PC •  
Microsoft Office • MS SharePoint • Datto • AutoCAD Support Quick Books • Sonic Wall • VPN • Active Sync  
• Windows Mobile Device Center • Net Motion Mobility Siebel Handheld • iPhone • iPad • iOS • Windows  
Phone • Android • Air-Watch • Mobile Iron • Zapier Facebook Ads • Instagram • Weebly • Word Press •  
Adobe Suite • Gimp

### Hardware:

PC and Mac Desktops / Laptops • Local Area Networks • IP Phone • IPBX  
Wi-Fi Hotspot Setup / Networking • HP Printers / MFPs • Toshiba MFPs • Projectors • Document Cameras •  
Web Cameras • Wireless and WiFi Devices • 3D Printers

### Certifications:

ITIL Foundation Certificate in IT Service Management • HP Support • DocuWare • PaperCut Tech  
Foundation 2021 • Datto Continuity Technical Specialist • (Cyber Security Expert course in progress)

## PROFESSIONAL EXPERIENCE

### **LDC TECH SUPPORT, Houston, Texas • July 2016 – Present**

Small Technology Support Company focused on providing great customer service, cybersecurity monitoring, and technical support to individuals and small businesses in Houston and surrounding areas.

#### **Owner/Lead Technical Support Technician**

Started LDC Tech Support to support individuals and small businesses with their Computer, Cybersecurity, and Technology Support needs both onsite and remotely. Set up marketing campaigns for local advertising. Troubleshoot and repair technology and computer issues both onsite and remotely. Training users on their operating systems and helping them understand their technology further. Created, manage, and maintain all LDC websites and set up a web-accessible help desk to assist in ticket tracking for customers. Handle all financial management for the business. Take pride in providing the best customer service and support for my clients. Started a managed Cyber Security Monitoring Program/Package for residential customers and small businesses customers alike.

### **STAR MANAGED SERVICES, Houston, Texas • July 2019 – August 2021**

Small Technology Firm in Houston assisting small to medium businesses with all their technology needs.

#### **Managed Network Services Technician**

Provide technical assistance and support to our Managed Network Services customer's workstations and servers as the Tier IV, the last line of support, both remotely and onsite. Installation/integration activities, sustainment activities, and follow-on operations and maintenance activities. Troubleshoot network outages and configured routers and firewalls, as necessary. Resolve issues with virtual and physical servers. Azure AD setup and maintenance, Troubleshoot DocuWare, Papercut, and MFPs (Primarily HP & Toshiba).

### **TECHNOLOGY SUPPORT INC., Houston, Texas • August 2014 – December 2015**

Small Technology Firm in Bellaire assists small to medium businesses with their technology needs.

#### **Technical Services Engineer/Help Desk Lead**

Aid and support to system/subsystem development, installation/integration, sustainment, and follow-on operations and maintenance activities. Managed the helpdesk to ensure all tickets were handled promptly. Handled Microsoft Audits for our clients. Reported and resolved issues on client servers, workstations, and printers. Troubleshoot network outages and configured routers and firewalls as necessary. Resolved issues with virtual and physical servers.

#### *Major Contributions:*

- *Manage the helpdesk and improve customer service for all current customers.*
- *Discovered a failing backup that was not reported. Resolved the issue and saved the client over \$100 a month on their backup.*
- *Created a checklist that was used to track the steps taken in new installs and reinstalls. This allowed anyone to be able to pick up where someone else left off and improved inventory tracking for our clients.*

### **LONESTAR COLLEGE – NORTH HARRIS, Houston, Texas • September 2013 – August 2014**

Community College with a stellar Desktop Support team that has optimized their productivity and customer approval levels so well that A&M is going to use their support model.

#### **Client Technologies Tech II**

Enhance the company's reputation for providing stellar technical support and customer service for all North Harris Faculty and Staff. We also maintain and troubleshoot all classroom computer issues. Deploying new computers on a 4-year replacement cycle, upgrading and installing all software as needed, creating new images for classroom computers quarterly, as well as processing and installation of all software room requests. Supporting all AV equipment; projectors, document cameras, DVD, 3D printers, and any other technology as needed. I was also a member of the Hiring Board, interviewing all new candidates.

*Major Contributions:* Received rave reviews from the Math and Science Department. They thanked my boss for my assistance and great support at their department review meeting.

## **ADVANCED IT CONCEPTS, Houston, Texas • October 2012 – April 2013**

Start-up consulting firm specializing in AIM for Windows Support, Server support and administration, and all office technical support needs.

### **Technology Support Specialist**

Provided customized professional technical support for our growing customer base remotely. I supported all their technology needs from desktop and server support to iOS, Android, accessory devices and printers as well as IP Phone System support. Created and maintained ticketing system and website.

#### *Major Contributions:*

- Implemented and maintained a Spiceworks ticketing system which dramatically reduced our monthly costs. When the server was set up, we could not access the Spiceworks Server port. I was able to troubleshoot and pinpoint the issue and resolve it. We were then able to access the ticketing portal online and utilize the Spiceworks Ticketing App for our iOS and Android devices.
- Assisted in the design and implementation of our company website. I created graphics and links to the ticketing portal and set up access to LMIR directly from the site.

## **INTERMEC TECHNOLOGY (formally Enterprise Mobile), Plano, Texas • May 2010 – September 2012**

This large company provides life cycle management and support of mobility devices. Acquired Enterprise Mobile in 2010.

### **Technical Support Specialist & Trainer**

Enhance the company's reputation for providing stellar mobile-device support by leading the technical support team for a large contract, mobilizing to resolve issues by utilizing the team's expertise, and coordinating with the customer's support staff. Keep all parties informed of resolution status. Respond to phone calls for technical support for various contracts, troubleshooting, and resolving problems on mobile devices including the Motorola MC75, BlackBerry, iPhone, and iPad. Document successful problem resolutions for support-staff training material. Train new support personnel on technical issues and company rules and procedures. Managed and updated the company's SharePoint site.

#### *Major Contributions:*

- Found a software upgrade registry error that prevented users from being able to synchronize their devices. Devised a walkthrough for a temporary manual fix and collaborated with programmers on a permanent solution.
- Initiated development of a programming script the technical support team could use to help users resolve a common error, slashing 5-10 minutes per call and saving money by eliminating the need to remotely access the user's device.
- Acted proactively to fill a need for a team lead to guide technical support and training on major accounts, streamlining support efforts and improving customer service.

## **CRDENTIA, Dallas, Texas • July 2008 – March 2010**

Large medical staffing firm with 21 offices nationwide at the time of employment.

### **Communications and Information Systems Administrator**

Orchestrated all IT operations for corporate office and 20 remote locations, from ordering equipment to installing and overseeing technical support for laptop and desktop computers and network printers. Rebuilding and updating computers, printers, and servers. Managed 10 physical servers and backups then migrated them to VMs on 2 physical servers. Identified and evaluated vendors for Internet, phone and cellphone service at each location, making recommendations to the Vice President of Finance. Launched and managed eFax accounts.

#### *Major Contributions:*

- Developed IT management operations from scratch and earned a reputation for finding quick, low-cost solutions to challenges and problems.
- Migrated from Exchange 2003 to Exchange 2007.
- Slashed phone and Internet bills by \$2,000 per month by negotiating better pricing and switching providers when necessary.
- Cut the number of technical support calls by 40% by improving terminal server performance.
- Used VMware to help convert from 10 physical servers to 7 virtual servers on 2 physical machines.
- Wrote and maintained disaster recovery plan documentation.
- Formulated policies and procedures for onboarding and offboarding for computer and phone accounts. Developed onboarding packet.

## **CREDIT SOLUTIONS, Dallas, Texas • October 2007 – June 2008**

Provider of credit-settlement solutions. More than 500 employees.

### **Lead Help Desk Analyst**

Assisted company leaders and staff with technical support via phone calls and help tickets, working to resolve a full range of technical issues as quickly as possible to restore full productivity. Managed ticketing system for efficiency and assign tickets to agents.

#### *Major Contributions:*

- Promoted to Team Lead.
- Compiled a knowledge base as a referral for support staff.
- Documented and shared ways to walk through technical problems.
- Assisted in revamping technical material provided to new hires.

## **UNIVERSITY OF HOUSTON, Houston, Texas • 2001-2007**

A large public research university with nearly 40,000 students.

### **User Services Specialist (2004-2007)**

Ran IT for the English Department, Maintained IT hardware, software, and operations for the English Department supported the technology needs of faculty, staff, and graduate students. Hired and supervised up to 3 part-time assistants. Installed hardware and software upgrades on both Macs and PCs. Learned all new software requested by staff and trained them on how to use it. Managed IT inventory and managed relations and contracts with vendors.

#### *Major Contributions:*

- Instituted an inventory list and scanner log.
- Created and implemented a life cycle management program for all IT assets.
- Launched a computer lab, including maintaining the equipment, and a computer loaner program.

### **Computer Lab Support Specialist (2003-2004)**

Oversaw setup and maintenance of computers in the computer lab and electronic classrooms, managing and training a part-time staff of 10 students in operations and procedures. Wrote Part-Timers schedules and managed timecards. Educated part-time staff and key faculty on using software and equipment. Created all software and hardware use documentation for students. Created new images for all Lab and e-classroom computers every semester, pushed out images, and used Deep Freeze. Managed e-classroom schedule. Managed Apache TomCat Server, SQL Server, and Print Server.

#### *Major Contributions:*

- Developed and distributed walk-through documentation for students and staff.

### **Technical Support Specialist (2002-2003)**

Provided technical support in the use of hardware and software for faculty at the downtown campus.

### **Online Course Assistant (2001-2002)**

Developed websites for the university, for individual faculty, and online course presentations and tests. Demonstrated for faculty how to use multimedia course software and equipment including scanners, projectors, cameras, and printers.

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**Career Note:** Previous roles include **Computer Technician at TLC Computer Services**, designing, building, upgrading, troubleshooting, and repairing computer systems, troubleshooting small networks, and providing quality assurance and customer support.

Previous Experience in Bar and Restaurant 1995-2000, 2007-2009, 2017-2018

Positions: Waitress, Cocktail Waitress, Head Waitress, Marketing Director, Assistant General Manager (over Kitchen and wait staff)

**EDUCATION:** University of Houston - Downtown, Houston, Texas

### **VOLUNTEER EXPERIENCE:**

Camera Operator and Video Engineer (Live and Streaming) at **Second Baptist Church** (August 2015 - Present)

Programming and Operations Volunteer at **Comicpalooza** (Annual: 2014-2018)

Founder and Director of **Rhythm is the Answer** – Community Project teaching kids with Autism to drum and dance for therapy and fun. (December 2019 – 2021)