

Alexander J Taylor

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EMPLOYMENT

Support Center Analyst

University of Alaska, Office of Information Technology, Support Center
Martha Mason, Manager

Fairbanks, AK
2004 to Present

Network Student

University of Alaska, Information Technology Services, Network Operations
Mike Brase

Fairbanks, AK
2003 to 2004

Student Programmer

University of Alaska, Information Technology Services, Banner Applications
Mike Gardner

Fairbanks, AK
2001 to 2003

Computer Sales, Mac Support

Computer Cache
Michelle Evans

Fairbanks, AK
2000 to 2003

CERTIFICATIONS

HDI

Help Desk Analyst
Customer Support Specialist
Knowledge Management Foundations: KCS Principles

September 2005
January 2006
June 2009

ITIL

ITIL v3 Foundation

November 2008

EDUCATION

University of Alaska, Fairbanks

Information Technology Specialist

Fairbanks, AK
2005 to Present

QUALIFICATIONS & SKILLS

- Twelve years combined experience in Information Technology (IT).
- Strong analytical and problem-solving skills.
- Well-organized and efficient.
- Self-motivated, assertive and can quickly learn new procedures and methods.
- Dependable – can work without supervision; able to follow directions.
- Work well with a diverse group of people.
- A team player.
- Honest, friendly
- Excellent communication skills.
- Well versed in Mac OS; above average skills in Windows (XP & 7).
- Above average skill in local area networking.
- Well versed in wiki system administration.
- Above average skills in common office software including Word, Excel, Power Point, Outlook, Open Office, Acrobat Pro, Photoshop, Thunderbird and Firefox.
- Able to use MS Access.
- Able to learn new software applications with ease.