

Thomas J. Cammarata
68 Bushwick Avenue
Central Islip, NY 11722

IT Support Technician with valuable experience and internal/external user/client service skills.

Technical Profile

- IT Help Desk phone support, tech help and web design help on various online tech support forums.
- Experience with Active Directory, Cisco VOIP Unity Admin, Remote Desktop and Dameware NT Utilities.
- Experience with Windows Operating Systems, Microsoft Office Suite and Adobe Photoshop, Paint Shop Pro, Camtasia Studio, and Library Automation System (EOS International).
- Proficient in web design utilizing HTML, DHTML, JavaScript, CSS Styling professional.

Work Experience

Office of Information & Technology - Northport VA Medical Center Computer Technician 2012 – present

- IT Support Technician, maintaining and repairing computers and workstations, and any other task assigned me, including working the Help Desk if needed, to offer support to VA employees who experience computer issues.

Medical Library - Northport VA Medical Center Veterans Industries Worker 2008 – 2012

- Maintain and update the Medical Library intranet website. Learned and applied video presentation technology.
- Created and updated Medical Library procedures manual/guide.
- Perform Circulation Desk duties, maintaining excellent customer service relations with patrons.
- Maintain, troubleshoot and resolve any computer/printer problems that may occur as patrons are utilizing equipment.

Future Tech Enterprise, Inc. IT Help Desk and Internal Support Technician 2007 – 2008

- Provided IT Help Desk support internally and externally.
- Managed field service calls for hardware related issues—troubleshooting, verification, and resolution.
- Service technician in service and configuration departments—dismantling, repairing, and reassembling laptop and desktop computers and configuring operating systems and software for both clients and company internally.

Northport VA Medical Center Veterans Industries Worker / Hotel Coordinator 2005 – 2007

- Co-created and maintained the Medical Library intranet website. Coded entirely by hand in HTML, CSS and JavaScript, for use by doctors, patients and employees of the Medical Center.
- Coordinated and provided services for a 15-room hotel for Veteran outpatients and family members.
- As member of Social Work Service team, worked closely with section chiefs, doctors, and clinic managers.

Create-A-Book of Long Island Manager, Creative Consultant and Artist 1995 – 2004

- Coordinated and managed sales and marketing operation for personalized consumer product.

Education

Computer Career Center, Garden City, New York
Nassau Community College, Garden City, New York

Certifications/Training

A+ Certified Service Technician (verification # BA9DTT1763)
Recipient of Bronze, Gold and Platinum web design awards.
Trained in maintenance and repair of telecommunications equipment and crypto-gear.

Military Service

United States Army, Honorably Discharged

References

Available upon request.