

Dennis Zimmerman II

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SUMMARY

Motivated IT professional that adapts quickly to changes. Constantly learning new technology as it grows and evolves. Uses analytical skills to find the best solution for issues or needs of the organization. Communicates effectively with end users based on their technical knowledge.

EXPERIENCE

IT SERVICE DESK TECHNICIAN

Elmet Technologies // Coldwater, MI // 2018 - Present

Elmet Technologies is a global leader in high-performance tungsten and molybdenum refractory metal product manufacturing and machining services.

ACHIEVEMENTS + HIGHLIGHTS

- Provide 1st and 2nd tier support to end users.
- Troubleshoot various hardware and software issues on Windows machines.
- Create and manage user accounts via Active Directory.
- Create and manage accounts, groups, and distribution lists via Microsoft 365 and Exchange.
- Configure and deploy hardware to end users.
- Managed and maintained Microsoft System Center before another solution for imaging software was deployed.
- Manage and maintain PDQ Deploy for software installation.
- Manage T-Mobile business account for mobile devices.
- Perform IT orientation for new employees.
- Terminate accounts and backup data for employee's leaving company.
- Server patching and maintenance.
- Virtual host creation, deployment and management.

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- Domain migration from HCST to FPR: Migrated hundreds of users and computers to new domain spanning multiple locations internationally.
 - Domain migration from FPR to Elmet: Migrated hundreds of users and computers to new domain at two remaining H.C. Starck facilities.
 - Windows 7 to 10: Upgraded or replaced hundreds of Windows devices to (at the time) current Windows OS.
 - 8x8 deployment: Replaced existing on-prem PBX phone system to VOIP solution.
 - Manage and maintain 8x8.
 - Lansweeper rebuild: Established a reliable asset management system.
 - Wireless deployment: Coordinated with network team to replace access points at Coldwater facility.

EDUCATION

BACHELOR'S DEGREE – INFORMATION SYSTEMS WITH MINOR IN NETWORK ASSURANCE

Baker College // Online // 2022

Cum Laude
