

MICHAEL D. RIZZUTO

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SUMMARY

Career-minded individual with professional work ethic founded on a sixteen-year history of employment seeking to operate in the IT/MIS support field with long-term goal being employment in the field of Digital Animation or Digital Media. Considered a “people-person”, is able to work well with others, but is also self-motivated with a history in management that lends added expertise and depth of character.

PROFESSIONAL EXPERIENCE

LOUIS-DREYFUS CORPORATION

2001-2003

PC Support Level 3, Wilton, CT and NYC, NY (2002-2003)

Support of individual PCs and servers on both hardware and software functionality, but also included some network administration for purposes of connectivity and management. Called upon to offer recommendations (and then implementation if approved) of various software/hardware solutions.

- Fully administrated network, PCs, and servers in Executive Branch Offices in New York City, which contained heads of the company and support staff.
- Oversaw and administered Anti-Virus systems for company nationwide including approximately 700 workstations, 60 servers, and 100 laptops.
- Built special application server, TEAMMATE, for Internal Audit department.
- Maintained support of Wilton offices through phone and physical contact, ensuring continued productivity.

PC Support Level 1, Wilton, CT (2001-2002)

Administer and support of PCs and servers as well as network and backup solutions for small office of approximately 300 users.

- Assessed needs of users both individually and in groups to streamline their operations while providing progressive solutions for day-to-day productivity.
- Consistently performed upgrades and replacements as necessary to aid end-users in performing their jobs.
- Performed daily backup operations to insure data integrity and redundancy.
- Documented procedures to provide other support technicians with readily available solutions for previously diagnosed issues.

ACCUCOM CONSULTING, PC

1999-2001

Consultant, Westport, CT

- Performed a wide variety of troubleshooting tasks while learning the fundamentals of the IT world.
- Performed necessary research and upgrades to bring one client, the Louis-Dreyfus Corporation, up to date to comply with Y2K standards.
- Aided in maintaining networks and machines for a base of approximately 60 customers including, but not limited to, the upgrades necessary to comply with Y2K standards.

APS Inc/BIG-A AUTO PARTS EXPRESS/ISW-INSTALLER'S SERVICE WAREHOUSE**Operations Branch Manager**, Danbury, CT (1997-1999)

Day-to-day operations of an automotive parts distribution warehouse. Responsibilities included customer service, accounts receivable, accounts payable, shipping and receiving, purchasing, sales, delivery and distribution. Also included the hiring, supervision, and training of approximately seven employees.

- Increased sales from \$40k per month to \$90k per month.
- Brought warehouse from #9 of 15 in the region to #3 in gross sales and percentage profit.
- Brought inventory discrepancy down from 14% to <2%.
- Grew warehouse and managed staff from 4 employees to 9.

Head Counterman, Bridgeport, CT (1995-1997)

Joined ISW in its birth and entered into a warehouse producing approximately \$40k in sales per month. Performed job by telemarketing, phone sales, managing seven phone lines, control of inventory, and training of counter staff.

- Increased sales of warehouse from 40k per month to 150k per month without assistance of other counter help.
- Notable achievement: Highest gross sales record of any counterperson in that particular wholesale auto parts distribution chain, 1996.
- Promoted the Bridgeport warehouse to far outperform any other branch in the entire country.

Other Automotive Related Experience**1993-1995****Other Non-Related Job Experience****1986-1993****EDUCATION**

Certified in RSA SecurID Administration

Currently attending Gibbs College in pursuit of a degree in Digital Media

Also taking certification courses as necessary.

H.S. Diploma from Mahopac High School (1988).

SOFTWARE EXPERIENCE

Fluent with: MS Office package (MS Word, Excel), Adobe Acrobat Reader, Symantec Anti-Virus Corporate Edition v7, v8, Intuit Quicken, Lotus Notes, RSA SecurID, Trillian, Raritan, NT 4.0, Win 2000, Internet Explorer, ArcServe, Symantec Ghost v5, 6, and 7, Archron, TurboTax

Familiar With: MS PowerPoint, Adobe Acrobat Writer, Macromedia Dreamweaver v3, v4, MS Visual Basic v5, Citrix ICA, MS Outlook, Outlook Express, PAWS, Win XP, Me, 98, 95, Netware 5.1, Netscape Navigator, Adobe Photoshop, Argus v10, Macromedia Flash v5, MarCSys, PCDocs, Hexagon, Veritas, RoyalBlue, WinFax, Palm Desktop, Easy CD Creator v5, NERO Burning software, VNC