KRISTY KOSTELECKY
704-448-3137

Work short-term projects. Flexible hours utilizing my various skill sets to aid companies requiring IT analyst support, documentation, liaison, migration, or other contract short-term support. I enjoy helping customers, improving processes, functionality, uniting departments/divisions. I have the ability to see big picture for long-term results.

EDUCATION

Continuing Education:	**MS Exchange Updating Skills from 2003 to 2007 3938B and Troubleshooting 5050A / 5051A** **MS Exchange (2003, 2007) Admin, MS Exchange (2003, 2007) Troubleshooting** **MS Exchange Server (5.5, 2003,2007) Series - Concepts & Administration Class** **MS Exchange 2010 Administration** *MS NT Administration & Technical Support; MS Visual Basic, Basic Supervision (.6 CEU Credit)* Blackberry Enterprise Server 5 Essentials/Comprehensive, **Project Management Institute** courses Various Computer/Network sales & network configuration certifications, HDI Customer Service Rep certified. Various Inter-Personal Skill building & Interaction seminars.
College/Univ.:	**Dickinson State College**, ND, Associate of Arts **Pikes Peak Community College**, CO -Continuing Education **St. Louis Community College,** MO - Continuing Education

PROJECTS / SKILLS

- **Member of Project teams**: Evaluate a corporate retention system / Messaging Server outage SLAs & communication plans / Assentor upgrade / Microsoft Organization Forms Library & Public Folder Design / Company messaging environment mergers
- Outlook/Exchange implementation, training, & support to US & international locations—supporting their IT staff. Test & set standards for Exchange/Outlook rollouts. Create custom training for Exchange/Outlook to the divisions.
- **Software Migration leader**: DOS to Win environment (MS Office/Outlook) including project documentation, application testing, troubleshooting, configuration, conversion, and user training. Lotus Notes to Microsoft Outlook/Exchange.
- **Migration support** including documentation/troubleshooting: Novell to Microsoft Exchange / Microsoft Exchange Domain Migrations / Microsoft Exchange Server migrations & consolidation / Lotus Notes to Exchange/Outlook.
- Implement Y2K compliance across PC applications, data & educate the user community.
- **Department Heads liaison**--product recommendations, standard setting, mediation, installation/use standards. Wherever I work, I tend to help unite departments.
- Designed/Supported an Ethernet LAN & cabling scheme for office relocation. Consisted of Frame Relay/Routers, a Novell & Lotus Notes server, connection to various desktop & mobile PC's, Cat 5 interchangeable cabling scheme.
- Design/install peer-to-peer Ethernet & Apple networks.
- **Project manager** for a major Texas Airport PC **replenishment program**-managing delivery and installation / **Outlook Web Access rollout** including training design, server configuration, departmental buy in, communications / corporate help desk package evaluation including testing, documentation, and presentation *(Including Remedy)*
- **Managed a PBX voice system** consisting of location documentation, station moves/configurations, rewiring.
- **Created staff training** documentation & updated employee database for a local Hotel chain.
- **Instructed & created training:** Microsoft Exchange/Outlook/Windows/Word/Excel/PPT DOS/3Com/Banyan/NT Users, OS/2, 3270, Fax Gateways, Lotus Notes, etc. Aid associates in time management skill building.
- Member of various **Database** design and standards teams.
- Aided in the repair, reconciliation & collection of a company A/R ledger. Result was an approx. $1.5 million gain in a 3 month period.
- Trained various help desks/end users/department leads in use and support of applications.
- **Organized** / **created a corporate help desk** & roll out standards & support techniques to the division offices. Implement SLAs for support to various departments.
- **Coding**: Microsoft Exchange /Outlook forms, Sales Force tracking, Forms to Order Exchange mailboxes/public folders/distribution lists, various departmental forms, etc.
- Supervisory & management skills. Marketing, project management, time management & organization.
- **Team building**—Intra-company & departmental liaison promoting positive interaction, resolution, standardization.
- **Procedures & Training:** Creation, Documentation, Standardization, & Implementation. Organized staff, set standards, trained users.

- **Software Administration**— Microsoft Exchange, BES, GOOD, MDM, Voltage, Lync, Skype for Business, Intercall Live Meeting, NT/AD, Banyan. Novell, 3Com, Lotus Notes, LANMan, Assentor, Mailsweeper, Mailfrontier
- Configured PC's to LAN's—Thick/Thin Ethernet, Coax, TokenRing, Ethernet hubs, etc.
- Perform S/W, H/W training needs assessments.
- **Problem troubleshooting/research/resolution-**Networks, applications, computer s/w & h/w configurations.
- **Product evaluation**, **documentation, proposals, technical writing, presentations, account synopsis**, etc.
- Sales/bid proposals submission. (*ex: mirroring, redundancy, RAID 5, switches, routers, disaster recovery, etc.)*
- **Office manager** for Accounting Firm, Securities firm and a Computer Networking firm.