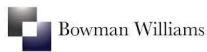


Larry Levy



Senior Information Technology Analyst

Key Decision Maker in Mission-Critical Network Improvement Strategies

Expert in Translating Business Needs into Comprehensive IT Initiatives

Dedicated and results-driven senior IT operations professional with experience in the administration, support, and troubleshooting of large-scale networks with a focus in network stability and security engineering. Highly coveted blend of business acumen and IT technology expertise to keep companies viable in fiercely competitive markets. Committed to maintaining a positive end user experience; well-respected for delivering exceptional customer service. Unwavering dedication to ensuring end users are thoroughly trained in new technologies.

- Consistently promote excellent relationships with clients, vendors and partner organizations based on earned trust and respect.
- Serve as a strong influencer amongst c-suite executives, key stakeholders, opinion drivers, and thought leaders.
- Robust reputation for clearly and effectively communicating to audiences from a variety of cultural, educational, and economic backgrounds, oftentimes making highly technical terms readily understood by all.
- Proven capacity to deliver complex projects on-time and within budget despite shifting priorities, demanding expectations, ambiguities, and stringent deadlines.

Core Competencies

- | | | |
|----------------------------------|------------------------------------|--------------------------------------|
| ▪ Desktop Support | ▪ Diagnosis, Troubleshooting | ▪ Cross-functional Collaboration |
| ▪ System Integration & Migration | ▪ Training & Development | ▪ Issue Resolution & Problem Solving |
| ▪ Firewalls & Security Protocol | ▪ Technical Documentation | ▪ Network Administration |
| ▪ Technical Support | ▪ Vendor Management & Negotiations | |
| ▪ Project Management | | |

Professional Experience

Northern Star IT | February 2020 – Present

Technical Account Manager

- Communicate with clients through regular meetings/conference calls to review service quality, infrastructure requirements, system capacity, and maintain and drive mutually agreed project plans and issues lists.
- Install, upgrade, and repair workstations, server hardware and operating systems.
- Coordinate and manage implementation projects including server and cloud migrations.
- Handle tier 2 issues such as hardware failures, network troubleshooting, and software issues.
- Use Autotask ticket tracking system to log, track and manage incidents and service requests.

REFINITIV (formerly Thomson Reuters, Thomson Financial, and ILX Systems) | 2000 – November 2019

Senior Technical Specialist (2009 – November 2019)

- Provide full range of technical support to proactively resolve issues escalated from first and second level support for real time Market Data applications including Thomson Reuters Eikon, ThomsonONE and Excel running Dynamic Data Exchange (DDE).
- Analyze diagnostic tool logs to troubleshoot application and connectivity issues. Build laboratory environments using VMware workstation to replicate application issues and test new releases.

Larry Levy

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[LinkedIn](#)

- Provide direct support for VIP clients. Deliver Level 2 technical support for issues escalated from Level 1.
- Work with clients' IT, Network Administrators and Network Engineers to troubleshoot and configure LAN / WAN utilizing understanding of Windows 7/10, VMware, Citrix, iOS and Android devices.

Workstation Packaging Engineer (2008 – November 2019)

- Create custom Windows Installer packages for clients that require application customization.
- Provide support for clients' transition within their own environment such as transition to VDI or new desktop images.
- Support initial rollouts, migrations, and upgrades.

Technical Account Lead (2004 – 2008)

- Served as lead for Merrill Lynch Wealth Management migration involving 100,000 users and transition to Smart Client software.
- Serve as lead point of contact and provide escalation support for high profile clients including Morgan Stanley, Wells Fargo, and Bank of America.
- Run client meetings and update and report on project plans and progress.
- Test and deploy applications in staging environment. Train enterprise client helpdesk on usage of applications and documentation.
- Provide assistance during application rollouts by rendering onsite technical support for enterprise clients.

Phone Analyst – Technical Support (2000 – 2004)

- Provided multi-tier support for Thomson/ILX market data products in all aspects, including firewall configurations and custom application configurations.
- Trained recent hires as phone analysts and trained existing support staff on the release of new features.

Education and Professional Development

Bachelor of Science, Computer & Information Science | City University of New York, Brooklyn College
Computer Engineering option

Technical Expertise

Technically proficient in Windows 10, 11, Windows Server, MacOS, Active Directory, AzureAD, Office 365, InstallShield, WISE Packaging Studio, Microsoft Office Applications, Photoshop, Symantec products, VMware, Stock Trading Software, Firewalls, PC Imaging, Routers and Switches, and Salesforce