

BRIAN CHALFIN

EDUCATION

Penn State University, State College, PA

September 2002 - May 2006

- Bachelor of Arts in Communications, May 2006
- Film & Video specialization, Major GPA 3.43
- Dean's List - Fall 2003, Fall 2005

PROFESSIONAL EXPERIENCE

Marks, O'Neill, O'Brien & Courtney, P.C., Philadelphia, PA November 2008 - Present

- First point of contact for support calls via e-mail, phone or walk in for 180 users in 7 physical locations.
- Management of user accounts on network, phone system, website and 3rd party services.
- Blackberry provisioning, administration and support through BlackBerry Enterprise Server.
- Provide first level training for new attorneys and office support staff in person or remotely.
- Building and deploying PCs as well as other peripheral equipment.

Mitlas Productions, LLC, Philadelphia, PA

September 2006 - November 2008

- Lead Editor overseeing production of films for clientele and for marketing of Mitlas Productions.
- Responsibilities include troubleshooting company computer hardware and software, managing company website content and managing office network.

Penn State University

ResCom Computing, State College, PA

May 2005 - May 2006

ResTech Computing, Altoona, PA

August 2003 - May 2004

- Completed over 800 high-level repair service calls and 2,000 virus removals per year as a team.
- Resolved computer issues for over 15,000 on-campus students ranging from hardware and software to Penn State network problems.

General Electric Energy, Schenectady, NY

GE Energy [Applications & Engineering]

May 2004 - August 2004

GE Power Plant Engineering [PPE]

May 2003 - August 2003

- Researched international documents to obtain legal certificates for the supply and installation of GE Gas Turbine equipment within European Union compliance.
- Created an international database to allow simple real-time viewing, sharing and updating of PPE Six Sigma project metrics. The program was based in Microsoft Excel and VBA.

SPECIAL SKILLS

- Microsoft Windows
- Apple OS X
- Microsoft Office
- Active Directory
- Virtualization
- BES
- Symantec CPS & Backup Exec
- Websense Web & E-mail
- Workshare Protection
- Citrix / RSA
- RealVNC
- Worldox
- Concordance
- AboutTime
- OCR Software
- Litigation Support
- Adobe Photoshop
- Final Cut Pro