

GREGORY GINTER

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MANAGEMENT PROFESSIONAL

STAFF MANAGEMENT & DEVELOPMENT | BUSINESS ADMINISTRATION & ANALYSIS | IT PROJECT MANAGEMENT

Experienced management professional who consistently exceeds expectations and supports business goals. Expert at developing standardized business processes that improve efficiency and quality in service. Outstanding staff leadership/development, communication, project management, and technical support skills. Specialized expertise in leading IT projects from concept to completion. Eager to take on new challenges in a permanent role and leverage entrepreneurial success and professional experience to drive continuous improvement.

Technical Proficiencies: Microsoft Office Suite (Word, Excel, PowerPoint); Web Design; Windows; XP; Servers ; Hardware; HP; Laptops; SCCM; MS Project; Windows 7; Visio; VMware; and VPN.

AREAS OF EXPERTISE

Staff Leadership & Development • Business Administration • Project Management • Inventory Management
Strategic Planning • Networking • Technical Support • Network Administration • Customer Service
Web Design • System Administration • Software Documentation • System Development • Troubleshooting

PROFESSIONAL EXPERIENCE

GOOD EGG SERVICES, Lascassas, TN, CEO

1999-Present

Skillfully provide cost-effective technical services including web design, computer repair, and network design for clients in various industries. Drive continuous new business development efforts building customer base from the ground up and increasing revenue by 18%. Called to work on continuous projects with Nissan North America and other major clients.

Technical Support Senior Analyst-CSC Assignment (2011-2013)

- Contracted by CSC for a project to serve as a Technical Support Senior Analyst for Nissan North America. Charged with analyzing business processes and implementing more efficient technical solutions.
- Successfully supervised and provided direction for six technical direct reports regarding PC refresh activities. Directed all phases of PC hardware/software projects, from design to completion.
- Developed, planned, and conducted four staff trainings per year, with an emphasis on PC support processes.

Field Support Technician-Synergy Services Assignment (2010-2011)

- Commissioned by Synergy Services to serve as a Field Support Technician for Nissan North America. Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.
- Expertly troubleshoot problems and answered questions to ensure excellent customer service.

ADDITIONAL CONTRACTED PROJECTS WITH NISSAN NORTH AMERICA:

EN POINTE GLOBAL SERVICES, Smyrna, TN, Field Service Technician for Nissan North America, 2005-2009

AMERICAN CONSULTING, Smyrna, TN, XP Rollout/Backfill for Nissan North America, 2004-2005

EN POINTE TECHNOLOGIES, Smyrna, TN, Application Packager for Nissan North America, 2003-2004

Senior Engineer-Northrop Grumman IT Assignment (1999-2003)

- Recruited by Northrop Grumman IT to lead projects in the areas of computer support, point of sale, and SMS administration for the United States Postal Service.
- Liaison between NGIT and USPS employees and served as a project manager for an assignment to convert distributed server apps to a centralized server. Successfully converted all tasked apps. Led a team of five in the conversion process.

EDUCATION & HONORS

- **DeVry University, Nashville, TN, Bachelor of Science, Business Administration, Concentration in Project Management, Graduated Summa Cum Laude, 2013**
- Elected to Sigma Beta Delta, an honor society for Business Administration majors