



George Georgouloupoulos
MCSE

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Systems Engineer

Microsoft Certified System's Engineer: Experience providing implementation and support for Microsoft Server and Desktop platforms up to and including MS Windows Vista and MS 2003 Server, with a focus on security.

Project Planning & Management: Proven ability to plan, organize and lead technical projects in a corporate environment. Excellent written and verbal communication skills.

Technical Support & Training: Able to create well-documented procedures and instructions for departmental and company-wide use. Demonstrated skills in training and supporting end users as well as IT staff to achieve performance objectives. Comfortable working in a fast-paced, SLA-driven environment.

Effective communicator with proven ability to build strong working relationships.

Technical Expertise

Operating Systems

Server: Microsoft Windows NT 4.0, 2000/2003 Server
Desktop: Microsoft Windows 95/98/NT/2000/XP/Vista

Hardware & Applications

All major server platforms ■ MS Windows Operating Systems ■ MS Office Suite ■ Crystal Reports ■ Lotus Notes ■ Foglight Administrator

Professional Experience

State Street Corporation (formerly Investor's Bank & Trust)

Boston, MA

Senior Associate ■ 2005 – present

Member of the Business Application Support group (BAS), providing day to day support and maintenance for FACTS (proprietary fund accounting application) on over 700 Windows XP workstations bank-wide

Key Projects & Accomplishments

- Implemented and documented a solution for the remote administration of all FACTS workstations
- Create Crystal Reports month-end support documentation, including relevant month-end fund group information, escalated support models and forecasted trade volume
- Support and troubleshoot multiple Oracle applications which connect and flow data to and from mainframe-based FACTS application
- Performed weekly fund moves/deletes and workstation refreshes
- 3rd level support for any escalated technical desktop related problems/issues

Ciber Inc.**Woburn, MA*****IT Security Consultant @ Investor's Bank & Trust* ■ 2004 – 2005**

- Responsible for creating/modifying IDs for: Windows Active Directory, Microsoft Exchange, FACTS, various Oracle applications and web-based digital certificate IDs
- Performed 2nd/3rd -level help desk support via phone and e-mail
- Worked in IBM's Toronto office to help migrate existing Remedy help desk system to IBM's ManageNow help desk software
- Created and documented procedures for help desk staff, helped train new help desk employees

Evergreen Investments**Boston, MA*****Windows NT/Lotus Notes Systems Administrator* ■ 2000 – 2002**

- Provided help desk support for all executives, including desktops, laptops and remote connectivity
- Installed and implemented Veritas Backup Exec as the standard backup utility
- On-call technician for network/e-mail problems 24/7, year round
- Worked with team members to completely secure the network environment for Cisco audit; Cisco reported they could only crack one of our test lab servers on the entire network
- Installed, implemented and maintained the company's What's Up Gold system, which monitored all of our production and development servers and paged appropriate technicians when servers were down or services were interrupted

Harte Hanks Data Technologies**Billerica, MA*****Senior System Support Administrator* ■ 1999 – 2000**

- Windows Server/Lotus Notes administrator for 550-user network, including e-mail and database administration and remote connectivity
- Implemented and maintained new hire setup procedures for new PC's, logins to Lotus Notes and Windows NT, and added additional phones to the telephony system
- Developed several databases (e.g., New Hire Tracking, Server Configuration DB, Server Log DB) to eliminate the paper-driven systems that were in place
- Helped implement a content-filtering gateway that checks all inbound and outbound e-mails for non-business related content and attachments

ON Technology/Elron Software**Cambridge, MA*****IT Systems Analyst* ■ 1995 – 1999**

- Set up Novell Netware 4.x and 5.0 servers
- Installed Windows NT 4.0 servers to use for DHCP and WINS for multiple subnets
- Set up Meeting Maker servers for sites in Cambridge and Israel
- Installed Intel 510T 100 Mbps switches to implement new 100 Mbps network
- Provided day-to-day desktop support for over 100 users and 200 desktops
- Rolled out Windows 95 and implemented TCP/IP on all desktops
- Implemented new Lotus Notes e-mail system and changed all users over from old Notework system
- Set up all laptops with remote network and e-mail connectivity
- Set up Pictel video conferencing for national and international calls