

# JASON A. WENDEL

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## QUALIFICATIONS SUMMARY

Solutions focused, team oriented Creative Media and Technology Specialist with broad-based experience and hands-on skill in the successful implementation of highly effective helpdesk operations and the cost effective management of innovative customer and technical support strategies. Proven ability to successfully analyze an organization's critical support requirements, identify deficiencies and potential opportunities, and develop creative solutions for increasing reliability and improving productivity. A broad understanding of computer hardware and software, including configuration, management, and support.

## PROFESSIONAL EXPERIENCE

### **Briljent, Indianapolis, IN (2008-Present)**

Media and Technology Consultant:

- Assisting in the creation of web-based training courses and tutorials for the Uplink system, which will be utilized in the management of Unemployment programs by the Indiana Dept. of Workforce Development
- Working as part of the IT department on the Center for Medicaid and Medicare Services contract
- Created unattended installation packages for our most frequently used software (including slipstreamed updates) which ultimately resulted in increased efficiency and productivity of our IT personnel

### **CMG Worldwide, Indianapolis, IN (2005-2008)**

Senior Technical Support Analyst / Multimedia Design:

- Handled all IT requests, including PBX phone system management, local domain/network administration, server and database backups/management, workstation maintenance/troubleshooting and custom software support while simultaneously documenting and streamlining the IT procedures
- Created multimedia and news content updates for client web sites such as MarilynMonroe.com, JamesDean.com, BabeRuth.com, and ChuckBerry.com among others
- Implemented workstation hard drive imaging for quick system restore using BartPE and Norton Ghost
- Wrote custom software that allowed employees to more efficiently create audio and video "podcasts"

### **Fort Recovery School System, Fort Recovery, OH (1994-2003)**

Technical Support Analyst:

- Served as an influential figure on the School's Technology Board
- Assisted in the planning and implementation of the networking in both school buildings
- Managed and handled hardware and software purchases as well as upgrades and maintenance
- Taught several adult education classes focused on many different software packages
- Taught an elementary school class on basic web design and internet usage
- Reduced the school's IT expenses by aggressively negotiating software purchasing agreements

## EDUCATION

2001-2005 **Ball State University, Muncie, IN**  
Major: Music Engineering and Technology  
Minors: Computer Science, Physics

## HONORS

May 2008 **Top Ten Finalist, RadioheadRemix.com**  
2003-2005 **Ball State University Dean's Lists, Music Engineering and Technology**  
2001-2002 **Freshmen Honor Society Inductee, Alpha Lambda Delta**

References are available upon request.