

**BLAKE A. DODLEY**

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## WORK EXPERIENCE

**Cardinal Health** **Dublin, OH** **February 2013 - Present**  
**Service Center IT Analyst**

- Troubleshoot and provide resolutions upon initial contact when possible, using password management tools, remote desktop, etc.
- Escalate or re-assign tickets to other departments when require
- Maintain accurate up-to-date status on all tickets
- Ensure no tickets are older than 3 days in personal queue
- Provide walk up/local IT support for hardware and software issues
- Assist with mobile device issues
- Perform new user/new hire equipment set up
- Perform basic hardware and workstation repairs
- Develop and maintain technical documentation for desktop hardware and software applications
- Meet or exceed all Global Service Desk metrics and process requirements (ticket management protocols, time tracking, communication requirements, etc.)
- Ensure that all users have been properly communicated before closing a ticket request
- Related responsibilities as assigned
- Treat all customers with courtesy and professionalism
- Administer security cards and access
- Perform Audio/Visual setup when necessary

**Halcyon Solutions** **Dublin, OH** **April 2013-May 2013**  
**Software Quality Assurance**

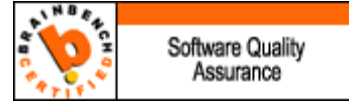
- Participated in a rigorous, hands-on, classroom based training session on Software Quality Assurance. The trainer led sessions which included workshops, group problem solving, assignments and use of testing software.
- A strong foundation in various software development methodologies including agile, waterfall and iterative
- Thorough understanding of the software testing lifecycle including strategy, planning, design and execution
- Strong concepts and usage of testing process including defect tracking, triage, and requirements traceability
- Experience with software testing tools – HP Quality Center (QC), Quick Test Professional (QTP) and LoadRunner

**United States Army** **Iraq/ Ft Drum, NY** **Feb 2009 - March 2012**  
**Information Technology Specialist**

- Served in military duty to my country in both my deployment to the war in Iraq and stateside in Fort Drum, NY
- Provided help desk support while deployed to Iraq and during my time at Fort Drum, NY
- Gained experience in Microsoft windows (2000/XP/Vista/7) as well as experience in taking high volume phone calls
- Set up and supported networks using TCP/IP.
- Experience in understanding, setting up and supporting networks that includes TCP/IP, WINS, DNS, Switch and Router set ups, as well as troubleshooting.
- Knowledgeable in Microsoft office and VPN.

**Gamestop** **Columbus OH** **June 2008- Jan 2009**  
**Assistant Manager**

- Assist Manager with tasks including ordering stock from the warehouse, training new staff members, working out weekly rosters, merchandising new season stock, banking, resolving staff conflicts, theft prevention and was in charge of store when the manager was not on duty
- Resolving all staff conflicts, rosters, hiring and training new staff and monitoring work practices amongst the sales assistants
- Managed records of stocks, budget for and ordering of store displays
- Assist Manager and Owner and Accountant with weekly pay reporting and banking
- Managed all press inquiries and develop marketing strategies
- Increased sales with excellent customer service levels and developed good relationships with regular customers



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## SKILLS & AREAS OF STUDY

Permissions, Access, TCP/IP, Computer Science, Networking, Servers, Software and Hardware implementation, Windows 98, NT, XP, Vista, & 7., Virus Protection, Security, Troubleshooting, Network, Management, Cabling, Switches & Routers, QTP, HP ALM/QC

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## EDUCATION

<b>ITT Tech</b>	<b>Columbus, OH</b>	<b>Jan 2008 - April 2008</b>
<b>United States Army</b> MOS: 25B Information Technology Specialist <i>Operation Enduring Freedom [Iraq]</i> <b>Honorable Discharge</b>		<b>2009- 2012</b>
<b>Military -- Advanced Individual Training</b>		<b>(May 2009 - Nov 2009)</b>
<b>Columbus Public Library</b> <b>GED Educational Classes</b> <i>Obtained General Education Diploma (GED) 2008</i>	<b>Columbus, OH</b>	<b>2008</b>