

RODNEY PARKS

Applications Administrator | IT Project Coordinator | Help Desk Support Specialist

Knoxville, TN (Remote/Hybrid/On-Site) | rparks65@comcast.net | 865-556-7045

LinkedIn: [linkedin.com/in/rodney-parks-rdpshop](https://www.linkedin.com/in/rodney-parks-rdpshop) | Portfolio: rdpshop.services/rodney-parks-portfolio

PROFESSIONAL SUMMARY

IT professional with 25+ years managing business applications, coordinating technical projects, and delivering enterprise support. Proven ability to bridge business stakeholders and development teams while implementing solutions that enhance operational efficiency. Expertise in application lifecycle management, SharePoint administration, asset management, and help desk operations with consistent record of learning new technologies quickly and delivering measurable results.

CORE COMPETENCIES

Business Applications Administration • Application Lifecycle Management • IT Project Coordination • SharePoint Development & Administration • ServiceNow & Asset Management Systems • Help Desk & Technical Support • User Acceptance Testing • Active Directory Administration • Cross-Functional Team Collaboration • Vendor & Procurement Management • Process Documentation • Stakeholder Communication • Root Cause Analysis • AS400 Administration • Salesforce • Confluence • MS Office 365 • Dedicated Contributor • Self-Starter • Proactive Dedication • Achiever • High Valued Work Ethic

PROFESSIONAL EXPERIENCE

Business & Engineering Applications Administrator

Alstom Power | Knoxville, TN | 2001–2012, 2014–2015

- Project managed global migration of engineering applications from Germany to France, serving as technical liaison between international development teams and business stakeholders throughout 18-month implementation with zero business disruption
- Designed and implemented SupplierNet, a global SharePoint system that automated vendor/customer scheduling and finance processes across multiple business units, significantly reducing manual processing time
- Conducted user acceptance testing for application enhancements and created comprehensive technical documentation, disaster recovery plans, and training materials for enterprise applications

Help Desk Analyst & Asset Manager

Answer Financial | Knoxville, TN | May 2022–Sept 2023

- Established complete IT infrastructure for new office location, implementing asset tracking and lifecycle management system using ServiceNow for 200+ employees including all hardware/software inventory, procurement, shipping/receiving, and warranty management
- Provided Tier 2 remote help desk support for nationwide users in call center environment, troubleshooting VDI sessions, Active Directory issues, and application access while managing RSA Security Tokens for secure VPN access
- Configured telecommunications system and deployed Wyse Thin Clients supporting 150+ remote insurance agents; created technical documentation and standard operating procedures in Confluence and Jira

IT Manager & Systems Analyst

Eaglebend Manufacturing Inc. | Clinton, TN | 1998–2001, 2012–2013

- Led 6-member IT team in executing technology projects including AS400 ERP system implementation with database administration and EDI integration for manufacturing operations
- Upgraded network infrastructure including wireless systems, RF equipment, switches, and routers; developed SharePoint databases for asset management, procurement, and vendor tracking across multiple departments

Freelance IT Specialist

RDPSHOP IT Services | Knoxville, TN | Feb 2014–Present

- Provide technical support, WordPress website design and maintenance, asset/procurement management, server management, and digital content creation for business and residential clients including Heartland Meadows, The Mower Shop, Providence Church, and American Blinds and Shutters

TECHNICAL PROFICIENCIES

IT Administration: Active Directory, DHCP, DNS, GPO, GPMC, ServiceNow, VDI Platforms, Infrastructure Setup, Network Configuration

Applications & Databases: Microsoft Office Suite (Advanced Excel/Access), SharePoint Designer/Developer, ERP Systems (AS400), Remote Support Tools

Project & Support Tools: Jira, Confluence, Agile Methodologies, Help Desk Ticketing Systems, Call Center Software, Documentation

Web & Content: WordPress, HTML, CSS, cPanel, Adobe Creative Suite, SEO Optimization, Content Management Systems

To learn about all of my skills, check out my personal profile: <https://rdpshop.services/rodney-parks-portfolio/>