

# Nicholas Hepler

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**Objective** Challenging position in Information Technology or related areas that would best utilize expertise in the business environment. This position should have many opportunities for an aggressive, dedicated individual with the leadership abilities needed to advance.

**Experience** **Open Solutions IA Systems**  
August 2007 - Present *Support Analyst* Albany, NY

- Resolve client issues and provide direct assistance to clients using Open Solutions IA Systems products and services.
- Create business rules for decision suite, forms logic, and interface architecture.
- Create, update, test and deliver interface and forms specifications and mappings.

**Tickets.com**  
October 2005 - January 2007 *Software Support Associate* Syracuse, NY

- Supported the operation, maintenance, optimization, and repair of any Tickets.com product.
- Responsible for recreating any client issue that needed further research.
- Responsible for building and maintaining a viable test environment.
- Produced procedural documents for clients.
- Assisted with other projects such as custom work, data conversions, and system upgrades as needed.

**Bank of New York**  
October 2002 - October 2005 *Departmental Security Administrator* East Syracuse, NY

- Maintained the safety of information systems assets and protected systems from intentional or inadvertent access or destruction.
- Maintained systems to protect data from unauthorized users.
- Identified, reported, and resolved security violations.
- Trained users to understand and adhere to necessary procedures to maintain security.

**Technical Expertise**

- Operating Systems: MS-DOS, Microsoft Windows XP, 2000, 98, 95, NT, Server 2000, Server 2003
- Software: Microsoft Office Suite, Open Office Suite, Avaya IP Agent, Adobe Acrobat
- Remote Support Software: Symantec PCAnywhere, Real VNC Enterprise, Ultra VNC, Microsoft Remote Desktop
- FTP Clients: CuteFTP Pro, WS FTP.
- Hardware: IBM Compatible Desktops (ATX Form Factors).
- Web Design Software: Adobe Dreamweaver, SWISHmax.
- Languages: HTML, XHTML, SQL

**Education** **University at Albany**  
*Bachelor of Arts* Albany, NY  
Information Science  
Degree in progress