

Blakely, Karl Earl

February 23rd, 2009

Birthplace: Chicago, Illinois  
Birth Date: March 11th, 1965  
2339 Hale Avenue North, Oakdale, MN 55128 USA  
651-206-8972

[Karl.blakely@gmail.com](mailto:Karl.blakely@gmail.com)

## EDUCATION

2007 – Present - Master of Liberal Arts, Minnesota State University, Moorhead

1994 – Bachelor of Science, Philosophy, Illinois State University

## WORK EXPERIENCE

Allianz Life Insurance of North America February 2010 - present

- Responsible for accurate reporting using Remedy ticketing software.
- Responsible for running supporting various proprietary software
- Provide assistance using GoTo Assist remote assistance software
- Responsible for troubleshooting Internet Explorer issues

General Dynamics - Helpdesk Analyst II – Edina, Minnesota – February 2009 – October 2009

- Provide Remote Desktop Support to assist clients with software downloads
- Utilize Microsoft SharePoint with GDAISource
- Perform Active Directory changes in Windows 2007 platform
- Active Directory account administration (Creation, Terms, Password Resets)
- Creation of Exchange mail accounts (Creation, Terms, and Password Resets)
- Support for Microsoft Office 2007

3M – IT Helpline Support – Edina, Minnesota – November 2007 – February 2009

- Responsible for accurate reporting using Remedy ticketing software.
- Responsible for encrypting and decrypting HP6910p Laptops using Safe Boot Encryption Software.
- Responsible for running Symantec Virus Scan on Laptops.
- Provide assistance using windows NetMeeting and Windows XP Professional, Remote Assistance, and Live Chat.
- Responsible for troubleshooting Internet Explorer issues

Bull Services – Helpdesk Support – Edina, Minnesota – February 1999 – December 2006

- Troubleshoot, diagnose and respond to user questions/problems for various Bull Services clients
- Make JCL changes to schedule when needed or upon request
- Maintains records required to supplement console log, including problem documentation and actions taken

Minnesota Translation Laboratory – Russian Translator-in-Training - August 1998 – June 2003

Jewish Community Center – ESL Volunteer Instructor - September 1998 – June 2000

Highland MacGroveland Community Center – ESL Volunteer Instructor - May 2002 – August 2003

## LANGUAGES

Mother Tongue: English

Second Language: Russian; intermediate level

Other Languages: Finnish, Dutch, Frisian, Afrikaans, Latin, French

## ADDITIONAL INFORMATION

Phi Kappa Phi Honor Society April 2009

American Translation and Interpreting Studies Association March 2009

American Translators' Association August 1996

Minnesota Court Interpreter Program October 1999

Dispute Resolution Center February 2003

## FUTRURE ENDEAVORS

Seeking an online instructor position at Mayville State University to teach Computers in Society and Basic English Language courses.