

## **Jefferson Mosman**

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### **Summary of Professional Qualifications**

- Highly Experienced with Window 10, MacOS, Windows Server, Active Directory, Adobe Acrobat, Azure cloud, DocsCorp, Git, Microsoft Office, ShareFile, Skype, WordPress, Zoom, and more.
- A natural aptitude for leadership, with excellent interpersonal, business and written communication skills, a self-motivated and determined attitude, and a capability to multitask with great proficiency
- Highly effective written and in-person communication between immediate colleagues and downstream clients on Systems Administration status, bug tracking, troubleshooting, and problem solving.
- Hardware and procurement and asset management experience
- Ability to coordinate within a team environment to ensure client and management expectations are not only met, but exceeded.
- Datacenter Network infrastructure and Network Troubleshooting experience in tech and non-tech sectors
- Wide array of technical skills and knowledge in many different fields with an aptness to use critical thinking skills to accurately handle unique situations with urgency
- Remote Assistance experience – WFH and across the network remotely including, but not limited to: domain assistance over the phone, and remoting to computers

### **Experience**

#### **Lasher Holzapfel Sperry & Ebberson**

##### ***Systems Support Specialist***

**Seattle, WA**

**Nov 2017 – Mar 2020**

- Systems Administration utilizing Active Directory, Group Policy, and Windows Admin Center to accomplish a magnitude of tasks across the domain, which consisted of 14 servers (7 hw 7 VMs), and 70+ workstations.
- Provisioning a WSUS server, I was able to fix a major issue at the time of hire with out-of-date windows machines and office crashes. Then using it to maintain and deploy updates across the domain to handle security threats, Windows 10 SaaS feature updates, office suite updates, drivers, and potential bugs over a period of two years.
- Facilitate ad-hoc network admin tasks, server, APC, and switch installation & decommissioning, patch cable routing, Ubiquiti wireless access point deployment, management and troubleshooting.
- Onsite support – A/V (video conferencing, video depositions, etc.), peripherals & printer set up, computer hardware diagnostics and repair, front-end user support for up to 70+ individuals per day, while staying on top of daily/weekly tasks such as: toner inventory, company Intranet revisions, and manual software updates
- Lead bi-weekly one-hour seminars over a 6-month period educating users with in-depth seminars and Q/A's providing a deeper understanding of many applications. E.g. Microsoft Office (with a focus on Word/Outlook), Worldox DMS, ShareFile, Mimecast Cloud, and general Windows/PC usage and Tips for productivity.
- New Hire training and familiarization for Staff and Attorneys to best utilize software and systems in place.

#### **Microsoft / Inspur Worldwide Services**

##### ***Systems Administrator***

**Bellevue, WA**

**Mar 2016 - Dec 2016**

- Management of the gateway computer systems used by clients to access map data stored in relational database stores, maintaining Build deployments, multiple load-balanced machine clusters and other tasks using various scripting languages (Batch, PowerShell) and build automation utilities (MSBuild, Git Cloud Build)
- Bing Maps Data Platform team, working with geospatial, and vector data, to build proprietary base maps that are the foundation of many services, such as Bing.com, Bing maps, and other integrated web services.
- Knowledge of Azure cloud utilities such as Azure Blob storage, Cloud services, Virtual Networks, etc.
- Documentation of Build status, bug tracking, troubleshooting, and problem solving.

#### **Cabinet Refacing of Seattle**

##### ***Finish Carpenter/Supervisor***

**Woodinville, WA**

**Aug 2014 - Mar 2016**

#### **Elkay Services**

##### ***Appliance Installation Expert***

**Kirkland, WA**

**Dec 2012 - May 2014**

### **Education**

#### **Lake Marcel Academy**

High School Diploma

**Carnation, WA**

**2009 – 2013**