

KS

# Kyle Sikes

## Professional Summary

- Experienced with network administration, including back-up, security management, e-mail systems, and application support.
- Seeking to learn as much as possible.
- Excellent customer service, ability to multitask in high stress situations, unparalleled ability to communicate in both written text and spoken word

## Work History

### Rushing Co - System Administrator

Seattle, WA

10/2019 - 06/2020

- Established network specifications and analyzed workflow, access, information and security requirements.
- Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
- Evaluated latest technology innovations and adopted cost-effective, useful solutions.
- Maintained flexible schedule and responded to after-hours and weekend emergencies.
- Analyzed complex project server issues and worked on large enterprise and business-critical applications.

### University Of Montana - Learning Management Support Manager

Missoula, MT

07/2018 - 07/2019

- Respond to user needs with conflict resolution, perform technical support and training, and see to the safety and security of data, implement new LMS functions, evaluate upgrades, develop databases and technical support materials, and oversee that all functions are operational.
- Oversee the hiring and training process of new employees in addition to management protocols.

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## Skills

- Use of Active Directory, including but not limited to mass creating new users, managing group policy settings/user permissions, and setting up Group Policy objects.
- Microsoft Office applications, including Excel, Word, Outlook, and 365
- Effective team leader with goals in promoting positivity and morale, effective communication, optimizing workflow, team motivation, delegation, and talent positioning
- System Development and Administration
- Technical support
- System upgrades
- Virtualization
- CompTIA A+ certified

## Education

05/2019

### The University of Montana

Missoula, MT

AAS: Information Technology

05/2019

### The University of Montana

Missoula, MT

CAS: Computer Support