

YAW CAMPBELL

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WORK EXPERIENCE

Shimadzu Medical Systems | Torrance, CA

Systems Administrator, *Feb 2018 – Present*

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.
- Perform routine infrastructure upgrades and backup operations to ensure regulatory compliance for data protection, disaster recovery, and failover procedures are met.
- Spearhead IT projects to target new revenue opportunities in the US medical imaging market.
- Responsible for capacity, storage planning, and business continuity.

Herman Ostrow School of Dentistry of USC | Los Angeles, CA

Computer Services Consultant, *May 2017 – December 2017*

- Deployed a VDI solution with a Citrix infrastructure strategy on over 250 compatible systems to enable remote work and promote productivity and workplace mobility.
- Conducted seminars with over 600 end-users of the VDI solution to help users learn and become accustomed with the use of the solution.
- Supervised and led desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions for all students, staff, and faculty.
- Performed system upgrades and system imaging to ensure appropriate security standards were met.

MarchNet | Brisbane, Australia

Systems Support Analyst, *Dec 2014 – Nov 2015*

- Acted as the first line of support for all networking and computer related concerns from clients and other employees.
- Resolved technical issues to maintain 99% uptime and adhere to SLAs through proactive and preventative planning with team collaboration.
- Completed necessary detailed reports listing all steps taken to provide technical assistance through the use of a ticketing system.
- Collaborated with network engineers to provide documentation, technical specifications and plan new implementations or upgrades of network infrastructure with partnered engineering firms working in remote locations.

EDUCATION

Queensland University of Technology | Brisbane, Australia

Master of Information Technology, *2012-2013*

Queensland University of Technology | Brisbane, Australia

Bachelor of Corporate Systems Management, *2009-2011*

- University Student Mentor

CERTIFICATIONS

Nessus Vulnerability Scanning, *2019*

HIPAA Awareness Training, *2019*

Microsoft Server Virtualization with Windows Server Hyper-V and SCVMM, *2018*