

# Samuel Kintop

Geneva, IL 60134 | Relocating to Seattle, WA in January 2022  
(630) 770-9508 | SamKintop@gmail.com

## CAREER OBJECTIVE

A results-driven, tech-savvy and outgoing team member seeking an IT Analyst position near Seattle, Washington. My expertise in remote support gives me excellent phone, email, and chat-based communication abilities, able to extract information from users with minimal stress and able to reduce overall ticket resolution time by communicating clearly.

## PROFESSIONAL EXPERIENCE

### ETS Technology Solutions

Rosemont, Illinois

*Solutions Administrator*

*March 2021-Present*

- Ensured client software and hardware infrastructure was aligned with company standards and industry best practice.
- Created and configured virtual machines for testing purposes, maintained the universal golden image.
- Maintained 1000+ client workstations and servers via remote desktop software.
- Monitored and resolved company alerts for servers, networks, and backups for different clients.
- Deployed and managed Windows 2019 imaging server.
- Developed imaging process that met client needs for deployment, timeliness, and asset management.

### Green Thumb Industries

Chicago, Illinois

*IT Analyst, Trainer*

*November 2019-February 2021*

- Subject matter expert for all phone systems within the GTI environment, including cloud-based VoIP systems in the 50+ retail stores across 10 states and for the call center implemented in March 2020.
- Technical management of the 30+ agents in the call center located in Belize with collaboration with the retail team and the customer service manager.
- Coordinated with system operations team to research new phone system to accommodate influx of volume due to COVID and growing overseas team.
- Connected with stakeholders to ensure requirements were met and created project plans for implementation and support.
- Ability to connect with both internal stakeholders as well as vendors to ensure smooth processes and efficient operation.
- Completed IT training for mergers & acquisitions, new stores, and newly onboarded users on a monthly basis.
- A/V Technician for company-wide Town Hall events that were run through Microsoft Teams meetings & events.

### TechPro

St. Charles, Illinois

*Remote Help Desk Support/Network Technician*

*March 2019-November 2019*

- Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.
- Deployed 2 servers to clients: installed Server 2016 & SQL Server 2016, configured active directory, user drives, shared drives, and proprietary software that was needed on the server (FileMaker Pro and eMDs).
- Overhauled 3 companies' workstation infrastructure by refurbishing all older machines.

### Self-Employed

Chicago, Illinois

*General IT and Stage Manager/Audio Engineer*

*January 2016-Present*

- Assembled, tested, and maintained circuitry or electronic components according to engineering instructions, technical manuals, or personal expertise of electronics; used hand and power tools to make modifications and repairs
- Performed stage manager duties such as connecting equipment to speakers, configuring amps, and managing artists.

### Target Corporation

*October 2018-March 2019*

**West Aurora School District 129**

*November 2015-May 2018*

## EDUCATION

### Bradley University

Peoria, Illinois

*B.A.S. Elementary Education with Science Endorsement, May 2015*

### Geneva Community High School

Geneva, Illinois

*Diploma, Class of 2009*

## PROFESSIONAL SKILLS

- Active Directory & Office 365
- Azure Active Directory
- Exchange
- ConnectWise Automate
- Barracuda Email & Backup
- Microsoft Intune
- Device Imaging
- VMware
- Jamf