

Alice Reeves

System Administrator

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WORK EXPERIENCE

Radiant Global Logistics, Inc.
System Administrator

(February 2020 - May 2020)

- Manage servers on Vcenter
- Troubleshoot and support Microsoft Teams deployment
- Supporting custom freight tracking software
- Creating and maintaining Wikis in Sharepoint
- Deploying MediaWiki with Docker containers
- Manage Active Directory for internal companies
- Troubleshooting customer hardware and software issues

Northwest Kidney Centers
IT Support Specialist

(March 2019 - November 2019)

- General Active Directory administration.
- Provided remote and onsite technical support for 24 medical branch offices.
- Enforce HIPAA compliance.
- Utilized Powershell functions to perform daily tasks.
- Initial escalation point for a Microsoft Terminal Services farm.
- Generalized administration of Microsoft Office 365 Applications and Services.
- Performed Group Policy administration on enterprise domain.
- Managed Cisco Switches and Telecom systems.
- Perform initial imaging and setup of all workstations.
- Track work through a trouble ticketing system.
- Deployed 5S throughout IT organization.

Amazon
Data Center Technician

(July 2016 - July 2018)

- Team Lead for mobile device farm.
- Troubleshoot iOS and Android devices.
- Wrote Wiki for mobile device farm for DCO team.
- Perform remote and physical diagnosis of Linux servers.
- Triage, assignment of tasks for tickets.
- Create technical documentation.
- Troubleshoot and repair of fiber optic links.
- Work an on-call rotation.
- Track work through a trouble ticketing system.
- Train new employees

Air National Guard
Cyber Transport Technician

(April 2013 - August 2017)

- Plan, deploy and monitor networks including cryptographic implementations.
- Establish and verify network connectivity between current and remote locations consisting of links in multiple countries around the globe.
- Enforce DoD IT standards on networks and workstations.
- Maintain and administer voice, network and data circuits.
- Isolate malfunctions using diagnostic software, technical data, block diagrams, voltage and waveform measurements, and other tests requiring specialized test equipment.

AWARDS

Oregon ANG Excellence
Oregon Air National Guard

September 2015

Awarded for Deploying and maintaining mission critical networks while deployed overseas.

CERTIFICATIONS

CompTIA Security+
CompTia

June 2014

SKILLS

Cisco IOS
Linux
JSON
Active Directory
Python
Docker

Network Management
Android troubleshooting
Wiki documentation
VMWare
Office 365
Windows Server