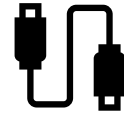


# JEFF SCHOONMAKER

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## IT SYSTEM · NETWORK · SUPPORT ADMINISTRATOR

Dynamic and motivated IT professional with a drive for success and a passion for learning. Proactive in system and network administration to remove IT barriers for staff at all levels. Expertly balances projects and issues while remaining focused and alert in mission critical environments.

## AREAS OF EXPERTISE

- |                     |                      |                    |
|---------------------|----------------------|--------------------|
| ✓ Hyper-V           | ✓ Tech Support       | ✓ Task automation  |
| ✓ Routing Protocols | ✓ Microsoft CRM      | ✓ MS Teams         |
| ✓ Windows Registry  | ✓ Skype for Business | ✓ LAN/WAN Admin    |
| ✓ O365 Admin        | ✓ Video Endpoints    | ✓ Active Directory |

## CAREER HIGHLIGHTS

- **SYSTEM ADMINISTRATOR:** Successfully implemented email migration from on-prem Microsoft Exchange Server to Office 365 subscription-based solution with trouble ticket number well below projected. Minimized computer upgrade and deployment time by designing and implementing Windows Deployment Server and MDT 2013.
- **NETWORK ADMINISTRATOR:** Acted as sole admin of Cisco Unified Communications Manager and related servers (Unity, IMP, CUCM, CUC, Web-Ex) at 2 different networks for up to 1000 people. Achieved data bandwidth increase between network switches and SAN with Ether-channel, LACP, and NIC Teaming.
- **IT SPECIALIST:** Provided advanced, technical troubleshooting for up to 1500 users spread across the US and Canada with LabTech/Connectwise.

## PROFESSIONAL EXPERIENCE

*SalesForce – Hillsboro, OR*  
**TECHFORCE ANALYST**

6/2019 – 12/2019

Managed fast-paced queue of customer support requests driving all issues to resolution with a focus on customer satisfaction and efficient task execution. Assisted in training new team members in policies, procedures, and corporate expectations.

- Provided TCP/IP networking support and troubleshooting of corporate and remote user environments including at home gateways, and Cisco AnyConnect VPN configuration.
- Solved complex incidents by applying known documented solutions and processes with minimal direct supervision.

**Customers:** 10,000+

Windows 10, Mac OS X,  
Linux, Android, iPhone

**Tasks:** Phone support,  
account recovery,  
password resets, cell  
configuration

## PROFESSIONAL EXPERIENCE CONTINUED

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*Diversified – Beaverton, OR*  
**SYSTEM ADMINISTRATOR**

8/2017 – 5/2019

Build, configure, patch, upgrade, and troubleshoot Windows workstations (Win 10) and physical and virtual servers. Maintained Cisco based collaboration system consisting of physical Cisco phones (7965, 7811, 9971) Jabber soft client, WebEx, Unity, Unified Communications Manager, Contact Center, and Attendant Console.

- Streamlined new hire onboarding process, including laptop, desktop, cell phone, desk phone, and specialty gear deployments.
- Demonstrated strong diagnostic abilities with attention to detail and ability to work effectively and efficiently in a fast-paced, mission critical environment.
- Cut computer deployment time in half by engineering and implementing Windows Deployment Server with MDT 2013 and Windows ADK, with multiple task sequences for different departments.

**Users:** 1800+

Windows 7, 10, Server  
2008, 2013, Vsphere

**Tasks:** VoIP, WebEx,  
Office 365, Connectwise,  
Net troubleshooting

*Consultek – Portland, OR*  
**OWNER**

4/2013 – 1/2017

Provided reliable, on-call support and tech implementation to a network of 33 small, local businesses.

*USNR – Woodland, WA*  
**JR. NETWORK ADMINISTRATOR/IT SPECIALIST**

6/2010 – 10/2012

Maintained and fine-tuned Cisco VoIP infrastructure and video conferencing for optimal QoS and availability on a multisite WAN with distributed call processing. Developed solution for locked down thin clients through Windows Steady State and Local Security Policy.

- Performed administration tasks on network infrastructure equipment such as checking syslog, monitoring bandwidth usage with Cacti, and keeping up with IOS updates.
- Rapidly relocated entire office and rebuilt network and VPN connections within 24 hour time frame.
- Successfully directed and carried out on-time completion of company-wide upgrade to Windows 10 and Office 365 impacting 500+ users across the USA and Canada.

**Users:** 550

Windows XP, 7, 10,  
Server 2008,

**Tasks:** Help desk, VoIP,  
network, VPN,  
deployments

## EDUCATION AND CERTIFICATIONS

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Data Networking/Telecommunications - AAS - Clark College - Vancouver, WA

2008-2010

CompTIA A+

Microsoft Specialist: Windows 7, Configuring

Microsoft Specialist: Windows 7, Enterprise Desktop Administrator