

Carey Skinner
Systems Administrator
Oakland, CA

Skilled and self-motivated technician with extensive experience in business systems and IT services.

- 10+ Years of experience in information technology including network administration, technical support, automation, deployments, and automation
- Advanced and diverse knowledge of hardware, software, and networking, enabled by the ability to quickly learn new technologies
- Strong communication and team-building skills

Areas of Expertise

Powershell Scripting	General Troubleshooting	Cloud Technologies	Windows Environments
TCP/IP	Network Security	IT Deployments	Active Directory

Experience

INFRASTRUCTURE SPECIALIST

Fixed Fee IT August 2017 – July 2021

Administered Windows domains, terminal servers, Azure/Office 365 tenants, local networks, WAN network services, DNS/Hosting services, and various cloud data services for 20+ client companies.

Key Accomplishments:

- Quickly earned promotions from a level 1 to a level 3 position.
- Developed multiple automation tools for Windows and Microsoft 365.
- Participated directly in numerous successful on-boardings and deployments.
- Earned a reputation for being able to solve any IT problem.

TECHNICAL SUPPORT – LEVEL 2

teleNetwork September 2009 – July 2017

Co-supervised a team of 30+ help desk employees. Implemented policies and procedures to improve team performance. Coordinated with fellow supervisors to ensure consistency in coaching and policy enforcement. Maintained my own metrics while coaching and mentoring Level 1 Technicians.

Key Accomplishments:

- Established myself among co-workers as the person to go to for assistance with unusual or complex problems.
- Ensured that our team thrived in the high volume environment, including creating and presenting training materials.
- Earned the promotion to Level 2 by demonstrating team leadership, superb troubleshooting, outstanding customer service, and concise documentation.

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