DAVID FREEMAN

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Seasoned System Administrator with over 15-year background in Information Technology.
Progressive experience in the field marked by continuous contributions above and beyond requirements.

Skills

- System Administration
- User Education
- Network Administration
- Active Directory
- Azure, Cloud Infrastructure

- Disaster Recovery
- Data Recovery
- Backup Administration
- Virtualization
- Wireless Networks

Certifications

- CompTIA A+ Certification
- CompTIA Network+ Certification

- CompTIA Security+ Certification
- ISC^2 CISSP

Education

- Currently attending Western Governors University
  B.S. I.T. Projected Graduation 2021

References

- George Amavisca   928.919.0163   Former Co-worker, Friend
- Nick Brown   928.366.4556   Friend
- Patrick Jarvis   520.906.3048   Former Co-worker, Friend

Experience

NTTData Services

October 2019 – Present // IT Site Support // Tucson, AZ

- Provide constant user support for over 30 Medical Clinics remote and deskside for all doctors, medical assistants, nurses and front desk staff.
- Provide a running inventory of machines in each clinic.
- Compile new hardware requisitions.
- Tier 2 support for users.
- Manage Active Directory for Hospital and Medical Clinics.
- Troubleshoot network connectivity.
- Deploy new user systems.

Horizontal Integration (Contract Position with Sunrun)

June 2019 – October 2019 // IT Site Support // Scottsdale, AZ

- Provide enterprise level support to both local and remote users.
- Administration of Infrastructure services including G Suite, DNS, DHCP, Antivirus, backup solutions, and file/print services.
- Provide technical support and guidance to end users..
- Perform documentation of system procedures.

- Maintain directory services (AD) and Single Sign On (SSO) integration including but not limited to;
  account creation, account modification, directory information updates, password resets.
- Provides networking assistance to users, including troubleshooting network and applications
  performance problems.
- Assist users in resolving technical PC and network problems, including but not limited to connectivity, virus removal, provisioning of new hardware and software on end users computer, java issues.
- Maintain up-to-date Images for all desktop and laptop models.
- Image and provision equipment for New Hires, retrieve, inventory and reimage equipment for
  offboarded users.
- Maintain equipment levels including but not limited to desktops, laptops, keyboards, mice, phones and monitors.
- Training end users in operation of software and hardware.
- Troubleshoot, diagnose and solve issues that arise and escalate issues if necessary.

Leeshanok Network Solutions

November 2018 – May 2019 // Certified Network Engineer // Tucson AZ

- Provided remote support for over 300 clients
- Helped redesign Network Update Check format for quicker technician output.
- Responsible for all Basic Network Assessments for new and existing clients.
- Maintained company servers, computers, printers, cables and other equipment.
- Researched and read up on new and unfamiliar technologies for quick and effective adoption.
- Applied deployment best practices and proper security protocols in network management.
- Managed Windows domain moves and raised domain levels for AD Recycle Bin project.
- Add / Remove users in various AD and Workgroup environments.
- Add / Remove users in various Exchange / Office 365 Environments.
- Received training and certification from VMWare, Datto, ISC2, Fortinet, And CompTIA to represent brand, explain technical functions of devices.

Conduent

November 2015 – November 2018 // Backup Administrator / Disaster Recovery Specialist // Tucson, AZ

- Backup Administrator for Azure Cloud offering Juvo. Ensuring critical data was always available.

- Backup Administrator for local environment, Responsible for maintaining data integrity and availability.
- Complete monthly security check. Ensuring both physical and data security. Monitor DVR camera system, File System Auditor, and WatchGuard proxy ensuring all are working properly, or remedying any outstanding issues. Remedy any issues from monthly network venerability scan.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Design, configure, and test computer hardware, networking software and operating system software.
- Confer with network users about how to solve existing system problems.
- Research new technologies by attending seminars, reading trade articles, or taking classes, and implement or recommend the implementation of new technologies.
- Train people in computer system use.
- Perform routine network startup and shutdown procedures, and maintain control

American Satellite Systems Inc.
October 2009 – September 2015 // Lead Salesperson // Yuma, AZ
- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Prepare sales slips or sales contracts.
- Maintain knowledge of current sales and promotions.