



Eric Burke

SYSTEMS NETWORK ADMINISTRATOR

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📍 517 Diamond Ave NE, Grand Rapids, MI 49503

☎ (616) 278-5151

Profile

Professional, detail-oriented Network Administrator motivated to drive projects from start to finish as part of a dynamic team. Technical Customer Service Specialist with the capacity to quickly learn and synthesize new networking technologies.

- Active Directory
- Support users.
- Maintain Network Infrastructure Over LAN & WAN.
- Administered Client/Server Applications over the Network.
- Installs, configures and troubleshoots desktop systems, workstations, servers, security devices for data and network issues.
- Responsible for generating clear documents on support incidents.
- Diagnose and analyzed issues related to operating systems.
- Support MS Office applications and proprietary accounting program.
- Maintain an updated inventory list of all hardware equipment
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.
- Supports VoIP telephone network and VPN client including Terminal Services manager.
- Able and willing to travel domestically or internationally as needed
- Work independently with minimal guidance on day-to-day tasks
- Provide excellent customer service in the face of challenging requirements
- Overall computer proficiency including proficiency in Microsoft Office (Word, Excel, Outlook)

Employment History

System Network Administrator, Metal Components LLC, Grand Rapids, MI

December 2017 — Present

IT Specialist, Columbian Logistics Network, Grand Rapids, MI

February 2006 — December 2017

Education

Associate of Arts, Grand Rapids Community College, Grand Rapids, MI

September 2011 — May 2018

High School Diploma, Fruitport High School, Fruitport, MI

September 2001 — May 2005

Details

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Skills

Interpersonal

Communication Skills

Information Technology

Training Skills

Analytical Thinking Skills

Microsoft Office Suite

Active Directory

Computer Networks

Network Cameras

Fast Learning

Flexible and adaptable

Hobbies

Photography

DIY Craft Projects

Woodworking Motorcycles

References

Jon Swart
Bay Logistics | 231-638-9944

Mike Monson
Monson Construction
monso2mk@gmail.com | 616-780-5779

Alan Haynes
Columbian Logicstics
alahay@columbian.us | 616-260-7490