

MURRAY ERICKSON

Systems Administrator - Fidelity National Financial

Portland, OR

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#readytowork



WORK EXPERIENCE

Systems Administrator/Field Tech

Fidelity National Financial - Portland, OR

August 2014 to May 2020

Responsible for supporting 5 regions (OR, WA, ID, MT, HI) .

IT Support for internal title and escrow employees with all areas of the Windows 10 operating system and supporting with MacOS for sales and marketing field staff. Imaging and deployment of new systems, printers, and various other desktop peripherals. Time split between in person branch support and working with helpdesk fielding incoming calls and responding to support tickets. Lots of experience configuring, deploying, and operational experience with Velocloud SD-WAN platform.

- Active directory management
- Experience with various ticketing systems (footprints, Service Now)
- Lots of experience with office 2010/13/16
- Helpdesk experience

IT Support

Keen Footwear - Portland, OR

March 2014 to August 2014

Responsible for providing IT support to Global Corporate and end-user community. Providing assistance for all computer, telephony and networking problems. Responsible for user account administration, procurement, managing mobile devices and supporting technology used during corporate events.

IT SUPPORT SKILLS

- Active directory
- Microsoft windows 7
- Office 2010 (Outlook)
- PC backup and restore, Infrastructure
- End-user troubleshooting
- Software implementation
- PC ordering, imaging, and deployment
- Zendesk ticketing
- Cisco phone systems
- Android/iPhone email config and troubleshooting
- SAP Administration
- PC and Mac experience

- Kaspersky antivirus
- A/V conferencing
- VPN configuration
- Network Diagnostics
- Microsoft server 2008+

Reline Specialist

Alcoa Intalco Works - Ferndale, WA

August 2010 to August 2013

Rebuild/maintenance department - Work duties: pot rebuilds, tear down and setup of equipment, while completing work in timely and most importantly safe manner.

Operations department - Duties included: heavy equipment operation (crane, forklift, loaders), managing workload as a lead person and new hire training.

Maintenance Technician

Coastal Industrial Services - Ferndale, WA

March 2010 to August 2010

Worked as a contractor for various oil refineries - Job tasks included: working on storage tanks, and various units within the oil refinery for clean up and repair work.

Electrician

Velocity Electric - Bellingham, WA

October 2009 to March 2010

Worked on projects ranging from residential homes to commercial projects. Installation of electrical services, lighting, low voltage and security systems.



EDUCATION

None in Information Technology

University of Phoenix

September 2014 to January 2017

Associate in Electrician/Electronics

Bellingham Technical College - Bellingham, WA

March 2006

High school diploma in General Studies

Kealakehe High School - Kailua-Kona, HI

June 2001



SKILLS

- **System Admin**

- System Administrator
- Vmware
- Active Directory
- TCP/IP
- Microsoft Windows
- Computer Networking
- DNS
- DHCP
- Microsoft Windows Server
- Operating Systems
- Technical Support
- PowerShell
- Network Support
- LAN
- VoIP
- WAN
- VPN
- Citrix
- Mobile Devices
- SQL



CERTIFICATIONS AND LICENSES

valid driver's license