Karl Ernest Gagey V

Email [gagey24@yahoo.com](mailto:gagey24@yahoo.com)

Gilbert, AZ 85233

Phone number 480-347-7216

A highly motivated, organized and self-starting professional with 6 plus years of experience in a fast paced client/server environment. A self-motivated leader that understands the importance of being a team player with a consistent commitment for service excellence. I am seeking a challenging position within a Systems Administration/Operations group where my experience and expertise may be leveraged to help contribute to the continued success of the organization.

Insightful, results-driven IT professional with notable success directing a broad range of corporate IT security initiatives while participating in planning, analysis, and implementation of solutions in support of business objectives. Excel at providing comprehensive secure network design, systems analysis, and full life cycle project management. Hands-on experience leading all stages of system development efforts, including requirements definitions, design, architecture, testing, and support. Outstanding project and program leader: able to coordinate and direct all phases of project-based efforts while managing, motivating and, guiding teams.

Education:

Grand Canyon University

2016 - Present

Experience:

• Development of project

• Take ownership of and communicate progress of project

• Perform routine site maintenance as needed

• Provide superior support for end users

• Building images for windows 10 with new updates such as 1803, 1909, 2004. Updating win file, pushing out new images on new clients. Patch updating and fixture.

Previous Employment

Current employer:

Earnhardt Auto Centers

2016 – Present

Provide Network support for company across Arizona. Networking and configuring routers, switches, printers. Programming Cisco phones. Lan/Wan support working with Active directory for adding, deleting users. Give the appropriate credentials to users within different departments. Assisted in Creating upgrade protocols for all users and network hardware, Assemble and disassemble work stations for new or old employees. Work closely with IT manager to make network smoother and cleaning up any virus or malware that may have broken through the firewall. Responsible for tracking all support tickets and making sure each issue was resolved or escalated so it could be properly resolved. Using SCCM, Dame Ware to use for remote support, On-call rotation every other week in case of emergency situations happening.

FAAC Incorporated

Software Engineer, 2013 – 2016

Engineer and Develop Military weapons, including Air to Air, Surface to Air, Air to Surface, missile simulators built for many different types of Aircraft that are used every day in Branches of Service including Air Force, Navy, and other classified groups. Building simulations for commercial use including judgement situations for law enforcement, simulation for Fire Departments, also developing simulation for Colleges and Other Associations, Governments around the Globe. Report to Project Manager and Supervisor on updated information in regards to the progress of the contracts that were given specific deadlines. Professional reference provided upon request