Anthony Englander

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SUMMARY

Talented systems administrator offering over 8 years of progressive experience in installation, configuration, operation, and maintenance of system’s hardware and software. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving staff/client issues. Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

EDUCATION

MORAINE VALLEY COMMUNITY COLLEGE, 8/2008 - 8/2010 - Chicago, IL

Major: Information Technology

DEPAUL UNIVERSITY, 9/2010 - 12/2012 - Chicago, IL

Major: Information Technology

Seattle Central College: 1/2020-3/2020 - Seattle Washington

Certification: CompTIA Network+

TECHNICAL KNOWLEDGE

Platforms: Windows XP-10, Windows Server 2003/2008/2012/2016, iOS, Android, Windows Phone, Glinux

Networking: Installation of Cisco Networking Equipment and VoIP Phones including Meraki, Sophos UTM, WordPress, Joomla, Solarwinds and Wiki

Tools: Active Directory, Symantec Backup Exec System, Solarwinds MSP, Softpro, ServiceNow, Office Suite 2003-Office365

TECHNICAL SKILLS

• Backup and Recovery

• Computer Security

• Hardware Customization & Configurations

• Offshore Team Collaboration

• Phone & Online Support

• Preventive Maintenance

• Printer and Copier Basic maintenance

• Problem Diagnosis

• Software Installs

• User Training/Support

• VoIP Phone Troubleshooting

• Website Maintenance

RELEVANT EXPERIENCE

BLACK LABEL IT, Greater Seattle Area

SOLUTIONS ENGINEER 07/2019 - 01/2020

• Provide managed IT services to over 40 clients across Western Washington

• Utilize Solarwinds MSP ticketing system to manage minimum 30-40 tickets per day from current and prospective clients' employees and vendors

• Perform Help Desk services – onsite and phone/remote, software, hardware, and networking

• Assist clients develop Disaster Recovery/Business Continuity plans

• Use tools such as Meraki and Solarwinds to perform remote Network Monitoring and Troubleshooting for clients

• Manage Firewall and UTM devices to protect clients data and revenue from external threats

• Perform Inventory tasks and tracking for multiple clients' technology inventories

• Utilize email and domain service providers' tools to create and maintain Network Solutions that meet client needs, such as O365, Maas360, Active Directory, Appriver, GSuite, etc.

•Utilize various Microsoft services, such as Intune and Azure, to maintain fleets of devices for clients' mobile and static purposes

• Take part in discussions of Network Planning and Design with clients and work with them to find the most efficient solutions for their individual needs.

• Work with VOIP vendors to choose and deploy appropriate phone systems for client needs

HCL TECHNOLOGIES AMERICA, Bothell, WA

VISUAL DATA SPECIALIST (Quality Control ) (5/2018-06-2019)

• Perform critical visual evaulations and curations of other's work for quality control & assurance purposes

• Proficiency with in-house mapping tools to update, correct, and validate geographic & relevant information

• Editing spatial data for Google Maps; ensuring that all entries are current and correct

• Recognizing problems, researching for the best resolution, and fixing discrepancies

• Follow standard procedures and policies when curating data

FIDELITY NATIONAL TITLE COMPANY, Seattle, WA

SYSTEM ADMINISTRATOR (IT Field Technician) (5/2016 - 6/2017)

• Provided software, hardware, and network phone support for over 70 offices in WA, OR, MA, ID, and HI.

• Provided weekly in-person field support for 10 offices which included scheduling equipment upgrades and moving devices.

• Participated in company software testing, including, but not limited to, version testing, bug verification/replication, recording o incidents and assigning priority, and communicating with the developers on key issues.

• Opened, escalated, and followed to completion ServiceNow tickets tracking issues on computer hardware/software, tablets, printers/copiers, VOIP phones and cell phones

• Set up basic systems at new and relocated offices; including workstations, internet service, and basic network, printing/scanning

• Instructed users in basic use of standard applications and field inquiries about procedures.

• Perform research when necessary, including knowledge base use and independent inquiry.

• Added and removed permissions to security keycards and set up onboarding processes which included technology training.

• Performed comparison and cost-analyses for minor acquisitions and special projects

FIDELITY NATIONAL TITLE COMPANY, Oak Lawn, IL

SYSTEM ADMINISTRATOR (8/2010 - 5/2016)

• Attend to computer needs of more than 400 employees in 5 states and a 50 member production division in India.

• Perform Help Desk functionality to users and customer base of over 25,000.

• Oversee hardware refresh initiative throughtout Illinois and Wisconsin.

• Maintain TEAM and Softpro (in-house database systems) for customer base of over 25,000.

• Build, configure, and maintain fleet of approximately 350 desktop computers, including updates, anti-virus actions and general troubleshooting.

• Provide support for fleet of 30 corporate phones for senior management and sales representatives, to include maintaining encryption and corporate mail programs.

• Oversee maintenance, installation and toner resupply orders for printers and copiers for over 30 offices.

• Oversee VoIP phone system conversion and including acting as the liason for network engineers.

FIDELITY NATIONAL TITLE COMPANY, Oak Lawn, IL

JUNIOR SYSTEM ADMINISTRATOR (12/2009 - 7/2010)

• Attended to computer needs of more than 150 employees in Illinois.

• Performed Help Desk functionality to users and customer base of approximately 8,000.

• Assisted in maintenance of company website, including password resets, and troubleshooting.

• Assisted in maintenance of ACT customer relationship management software for sales representatives.

• Maintained TEAM (in-house database system) for customer base of over 8,000.

• Built, configured, and maintained fleet of 150 computers for employee needs, including updates, anti-virus actions, and general troubleshooting.

Ticor Title Insurance Company, Oak Lawn, IL

TITLE CLERK (6/2005 - 12/2009)

• Assisted management with conversion of Ticor Title Insurance via branding/reorganizing into Fidelity National Title Company, including file migration and updates of documents and marketing materials.

• Updated file records on TEAM, Ticor’s in-house database system.

• Coordinated with off-site storage facility for long-term storage and retrieval of closed files.

• Assisted production team with opening new files.

• Negotiated for copies of legal documents from contemporary companies.

• Interacted with attorneys and lender organizations to ensure order satisfaction.