**REGINALD JOHNSON II**

[Reginaldjohnson2@gmail.com](mailto:Reginaldjohnson2@gmail.com) 702-902-7869

**MCP, A+, Network+**

**Professional SUMMARY**

Detailed-oriented, creative, and forward-thinking IT professional, with 20 years of comprehensive and progressive experience in all aspects of systems administration and desktop support. Exceptionally skilled in implementing, maintaining computer systems, purchasing and testing hardware, solving technical issues, maintaining equipment inventories, and handling documentation. Expert in assisting internal and external users to resolve technical problems, answering to customer inquiries, testing computer functionality and network connections, updating and patching servers, and enforcing company policies. Comprehensive knowledge of administrative, editing, clerical procedures and systems such as word processing, managing files, and records, services. Articulate communicator; accustomed to developing and maintaining positive relationships with all levels of individuals of diverse backgrounds.

**Technical SKILLS**

Software: MS Office Suite, Office 365, SCCM 2007/2012, MS Server 2008/2012/2016, Citrix XenApp 6.5, VMware, Filesite, filevine, MDT server, MS Project 2003/2008/2012, McAfee ePolicy, VB scripting (Administrative Scripting), Autolt, Active Directory Management/Group Policy Objects (Net lQDRA/GPA), Windows Installer/MSI, HP Service Manager, MS SysPrep, Net Framework, Microsoft ClickOnce, Marval, Pega-Swan, EIC, Interactive Recorder Client, Clips, G.U.I.D.O., TSYS, FDR, Goldmine, Altiris, Windows 2000/XP/ Vista/Windows 7, Microsoft Exchange Server, Lotus Notes Sametime, Cisco VPN, Nortel, Host Explorer, Terminal Services, Active Directory, Blackberry Enterprise Server, Windows NetMeeting, Wintergrate, Oracle, Microsoft Project, Visio, Mini Tab, Norton Anti-Virus, McAfee Anti-Virus, and Remote Desktop

Hardware: IBM/Lenovo, Dell, HP and Panasonic laptops, Servers, and desktops, Xerox document centers, Blackberry’s, motherboards, video and sound cards, monitors, CD-ROM drives, memory chips, scanners, and printers

**PROFESSIONAL EXPERIENCE**

**The d hotel and casino las vegas NV Aug 2019 – present**

***IT Operator***

* VMware administration and support.
* Workstation, server, tablet configuration and support
* SolarWinds monitoring tools.
* Exchange administration (O365 and on-site Exchange).
* VPN configuration and support.

**Driven Technologies**  **Atlanta, GA**  **December 2018 – April 2019**

***NOC Engineer***

* Performed network monitoring of various client networks.
* Configured Cisco Routers and switches
* Configured Palo Alto firewalls and provided support.
* SolarWinds monitoring tools.
* Exchange administration (O365 and on-premise Exchange).
* User access monitoring and administration, Active Directory and OKTA administration.
* Wireless network planning and access point configuration.
* VPN configuration and support.
* Server configuration, support and patching.

**Catlin Underwriting, Inc.** **Atlanta, GA** **September 2013 – December 2018**

***Infrastructure Support Engineer***

* Handled multiple systems administration and support responsibilities for Infrastructure including updating and patching operating systems and applications.
* Participated in IT Architecture planning, support and provided basic desktop services to internal users.
* Virtualization administration (Citrix/VMware)
* Server configuration, deployment, and support (Physical and virtual)

***Project Phoenix Support***

* Initiated and documented the support and operating procedure for the project.
* Primary resource for facilitation of all IT request including virtual server and workstation builds, user account set up and system access.
* Recognized by upper management for meeting and exceeding timelines and business objectives.

**Norfolk Southern Corporation**  **Atlanta, GA**  **June 2008 – September 2013**

***PC/LAN Administrator***

* Deployed and maintained desktop workstations and laptops including application troubleshooting and compatibility testing for the users including application administration, GPO/GPP creation and administration, Script writing to streamline processes.
* SME on E-discovery and direct support of corporate council.
* Helpdesk/desktop support, White glove executive support,
* Asset purchasing and tracking

**Comp credit** **Atlanta, Ga** **may 2007 – MAY 2008**

***Customer Solutions Center Rep. II***

* Provided enterprise level support to local and remote users in the corporate headquarters adhering to Comp credit’s core values.
* Acted as first point of contact for all IT related issues from single user affecting issues to Global outages and engaging the proper IT resources to resolve these issues.
* Designed and implemented processes to streamline support while improving the customer experience and embracing the core values.
* Acquired new skills quickly learning to an expert level proprietary program and processes becoming a resource for training new and informing current team members.

**General Electric**  **Atlanta, GA**  **2004 – 2007**

***Lead Technical Support Analyst, Contractor***

* Provided desktop Tier III hardware, software, and account administration support to GE Energy.
* Blackberry SME (Subject Matter Expert) working remote desk side in Blue Ash, OH.
* Charged with mirroring our Blue Ash, OH. Center’s operations and procedures in a newly opened depot located in Marietta, GA (During my tenure maintained a 99% SLA.).
* Achieved high level of customer satisfaction through patient, methodical approach to problem resolution, with majority of calls resolved within company’s10-minute requirement.
* Deescalated irate customers providing support in a professional and expedient manner.
* Expanded background knowledge in Windows and email implementations.
* Accomplishments have resulted in an increased client support base of over 5,000 GE Energy employees.

**Education**

**American Intercontinental university**  **Atlanta, GA**

Bachlors of Arts in Information Technology

**CERTIFICATIONS**

* Microsoft Certified Professional (Server 2012, Windows 7/10)
* CompTIA A+
* CompTIA Network+
* Citrix XenApp 6.5 Certification
* Dell: OptiPlex, Precision, Latitude, Printers, and Servers
* IBM/Lenovo: Desktops, Workstations, and Laptops
* HP: Printers, Servers, Laptops, Workstations