Kevin M. Kreilein

12020 Mystic Arbor St., Las Vegas, Nevada 89183

206.909.9020 | kevin.kreilein@outlook.com | linkedin.com/in/kevin-kreilein-aa375049

Systems Administrator/Sr. Desktop

Service and technology professional with over 7 years of industry experience with a broad range of responsibilities. Proven ability to deliver first class support with a focus on responsiveness and professionalism in high impact environments utilizing well-developed technical and communication skills. **Areas of expertise include:**

|  |  |  |
| --- | --- | --- |
| * SCCM | * MAC OS | * iOS |
| * ACTIVE DIRECTORY | * WINDOWS SERVER | * AZURE |
| * SYSTEM IMAGING | * WINDOWS OS | * OFFICE 365 |

Professional Experience

**SENIOR IT SUPPORT TECHNICIAN LEVEL III, ASTS, LAS VEGAS, NEVADA**

MAY 2021 - PRESENT

Acts as the final point of escalation for IT support issues in a corporate environment. Directly supports the executive level C-Suite team in day-to-day functions. Responsible for large scale process improvement projects that affect the entire corporation.

**SYSTEMS ADMINISTRATOR, WESTMINSTER-CANTERBURY, VIRGINIA BEACH, VIRGINIA**

FEBRUARY 2021 – MAY 2021

Responsible for administrating all workstations, file servers, domain controllers, VOIP phones, security cameras (CCTV), Active Directory (AD), and DNS by way of virtualization (VMWARE and VSPHERE).

**DESKTOP ANALYST, PEACEHEALTH, SPRINGFIELD, OREGON**

APRIL 2015 - MAY 2020 (5 YEARS, 2 MONTHS)

Responsible for managing over 6,000 devices in a HIPAA regulated, enterprise level environment with an emphasis on service management, responsiveness, trend analysis, and cost mitigation. Additional responsibilities included IDF management, software testing, user access control management, internal security auditing, conference management, and regular cross-team collaboration with other support teams and as a workflow experience liaison.

* Significantly improved patient data security by isolating and eliminating security exploits and violations.
* Professional Experience Continued On Page 2

Professional Experience Continued From Page 1

* Identified and addressed critical incompatibilities within third-party software during the testing phase thereby preventing total clinical outage during rollout.
* Selected by management to greatly improve overall efficiency and reduce overhead by redesigning asset tracking workflow and warehouse layout for the entire organization.
* Repeatedly optimized patient care workflow experience based on in-depth analysis and trials with care providers.
* Consistently led performance-based metrics in both the number of tasks completed and the time needed to complete.
* Regularly selected and deployed by management to other regions to address and assist with the work backlog of other teams.
* Routinely selected by the organization’s C-level suite to be present for high profile events and meetings for instantaneous support.

**SERVICE DESK ANALYST, ROCHE DIAGNOSTICS, INDIANAPOLIS, INDIANA**

JULY 2013 – DECEMEBER 2014 (18 MONTH TEMP CONTRACT)

Responsible for servicing over 100,000 devices and 80,000 global members in an enterprise level environment with an emphasis on achieving the highest possible first call resolution (FCR). Additional responsibilities included configuration item asset management, trend analysis, documentation drafting, knowledge article publishing, and training curriculum drafting.

* Achieved industry-leading excellence with a first call resolution (FCR) rating of 93% through proactive team effort.

Certifications

**MCTS – MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST**

Microsoft, May 2014 – E816-8313

**MCP – MICROSOFT CERTIFIED PROFESSIONAL**

Microsoft, May 2014 – F160-7234

**MCSE – MICROSOFT CERTIFIED SOLUTIONS EXPERT**

Microsoft, May 2014 – F508-6811

**MCITP – MICROSOFT CERTIFIED INFORMATION TECHNOLOGY PROFESSIONAL**

Microsoft, May 2014

Education

INDIANA CORE 40 HIGH SCHOOL DIPLOMA, CASTLE HIGH SCHOOL, NEWBURGH, INDIANA