**David R. Pirazzi II**

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| **Education** | *The Pennsylvania State University, University Park, PA, Graduated December 2011*   * Bachelor of Science in Information Sciences and Technology |
| **Experience**  **Skills** | *October 2016-Present, System Administrator, NOVO Health Services/Paris Companies, Dubois, PA*   * Maintain and configure physical and virtual Windows servers across multiple locations in the Eastern US * Maintain Active Directory structure for approximately 300 domain users and computers across Eastern US * Troubleshoot all company software, escalate to vendor if needed * Worked with all departments on a company split/merger during 2020 and 2021 to combine, streamline IT systems * Work with software vendor in Europe to plan and install patches and upgrades to laundry software * Develop/Document new security policies * Configure/maintain file backups * Office 365 Administrator * Install/maintain security camera systems at all locations * Configure/maintain Meraki switches and access points * On-Call 24/7   *January 2012-October 2016, IS Support Systems Specialist, Paris Companies, DuBois, PA*   * Provided first level end user support for approximately 180 workstations * Remote support to seven other locations across PA and OH * Documented IT tickets using Solar Winds Web Helpdesk Software and Track-It * Windows OS, hardware, network, and printer support * Configured, deployed new PCs and laptops to end users * Trained users on new software/hardware * *Operating Systems*: Windows 7, 10; Windows Server 2003, 2008R2, 2012R2, 2016; Chrome OS, Android * *Administration*: Active Directory, WSUS, Group Policy, DNS, DHCP, Office 365, SEP Manager, Sophos, Cisco CUCM, Cisco UC * *Software*: Server 2008 and up, SQL Server 2008 and up, ABS Laundry Software, Sage 100 2018, Oracle BI, ConnectWise, BMC Track-IT, SEP Antivirus, Sophos Antivirus, FYISoft * Hardware: RFID scanning technology, Nutanix, HPE servers, Cisco phone systems * *Networking*: TCP/IP, Meraki switches/access points * *Programming*: C++, Java, PowerShell * *Other*: IT Project Management, Systems and Enterprise Integration, Technical Writing, Remote Support, End-User Training |
| **Honors/**  **Activities** | * Penn State Dean’s List: Fall 2008, Fall 2010, Fall 2011 * Member of Penn State IT Club: 2010-2011 |
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