Lee Barkell

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# Objective

| Dependable and goal-oriented IT Specialist with 7+ years of experience maintaining in-house IT systems and providing comprehensive customer support. With my current employer, saved workhours for a team of 3 specialists through implementing scripts to automate scheduled system patching and upgrades across servers over multiple off-site casinos.  Also oversaw the upgrade of a property wide Surveillance System upgrade consisting of 5 properties. |
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# Skills & Abilities

| * Designed from scratch and led migration to a new 2012 domain, including migration of all users’ accounts, computer accounts, and Exchange mailboxes. * Used PowerShell scripts to help with day-to-day management of Active Directory and Exchange inboxes. * Spearheaded end-user upgrade of all PCs to Microsoft Windows 7. * Implemented new security protocols including forcing password standards for company users. * Responsible for monitoring HP SANs including 24-hour support for late night emergencies. * Developed and implemented RF wireless LAN (Wi-Fi) network. * Managed company VOIP phone system and extension listings. * Managed the day to day IT troubleshooting for users both locally and remotely * Installed/Upgraded VMware which included going from bare metal servers to all virtual systems including active directory, exchange, and file servers. * Oversee the Access Control and Security/Surveillance System spread across 4 properties. |
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# Experience

| September 2012 – Current  40/hrs. week | IT Network Analyst, *Shoshone* Bannock Tribes   * Maintained 50+ Windows computers and peripherals, including all configuring and monitoring. Worked with vendors to cut equipment costs by 15% using a 3-bid system. * Installed 100+ desktop computers during a company-wide upgrade. * Improved the overall network capabilities through designing and implementing new connectivity network configurations. * Spearheaded hardware and software upgrade rollouts. * Created the Surveillance Department backend network for 1000+ cameras and NVRs * Maintain and oversee Access Control for over 350+ employees |
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| February 2007 To September 2012  40/hrs. week | Surveillance Technician, *Fort* Hall Casino   * Provided Help Desk-based IT support to end-users for a fast-paced Native American Casino, including troubleshooting, server support, and customer service. * Used deep compassion and listening skills for the best customer experience. * Became a trusted resource through high-level problem-solving skills. * Kept 75 employees up and running on Windows 7. |

# Education

| 2000 | GED, Pocatello Idaho, Idaho State University |
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**Key Skills**

* System Administration
* Network Configuration
* Software Installation
* Troubleshooting
* Windows Environment
* Customer Service
* Technical Support

**Certifications**

* 2020, CompTIA A+ (in progress)
* 2020, CompTIA Network+ (in progress)