Alfredo (Freddy) R. Menendez

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SKILLS

- Microsoft Windows/Server
- OS X
- Linux
- Systems Administration
- Active Directory
- Hyper-V

- Networking
- Client Support / Troubleshooting
- Power Distribution for Datacenters
- Exchange 2007 & 2013
- System Center Configuration Manager
- VOIP

- MySQL/MS SQL
- Video Conference
- HTML & CSS
- Bash\PowerShell Scripting (Basic)

EDUCATION

Florida State University

Bachelor of Science, Information Technology   04/2016

Cumulative GPA: 3.927
President's List: 4 Semesters

EXPERIENCE

Office of the State Courts Administrator

Senior User Support Analyst	(12/2014 - Present)
OPS User Support Analyst	(09/2013-12/2014)
Intern	(02/2013-09/2013)

- Provide high quality and efficient day-to-day IT services support and products for employees within the Florida State Courts System
- Manage accounts, groups and group policies in Microsoft Active Directory
- Deployed and configured workstations by being a technical lead on Florida State Courts desktop upgrade to Microsoft Windows 8.1
- Maintain and configure VOIP telephone system by altering configurations through an online portal and submitting tickets to phone provider
- Installation and configuration of physical and virtual servers using Microsoft Windows Server 2008, 2008R2, 2012, and 2012R2
- Created operating system images and task sequences by being a technician for System Center Configuration Manager 2012 R2
- Manage Internet Protocol (IP) address by creating DHCP reservations and exclusions
- Verified and reconfigured power distribution for servers by being a technical lead and coordinator of data center power monitoring system
- Deployed and maintained Symantec Endpoint Protection clients via a Symantec application on a server
- Create and manage email mailboxes and email distribution lists in Microsoft Exchange 2007 and 2013
- Manage, maintain and troubleshoot video teleconferencing equipment by being main point of contact for video conferencing system
- Configure, maintain and troubleshoot printer deployment by using a Microsoft 2012R2 Print Server and Group Policy Preferences

EXTRACURRICULAR ACTIVITES

- Member Education (Executive board), FSU AITP student chapter, Tallahassee, FL 05/2015-04/2016
- National Honor Society 04/2012-present
- Spanish National Honor Society 11/2009- present