
LINCOLN G COFFIE III

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Job Objective

Driven and detail-oriented IT professional with a proven track record in maintaining and enhancing diverse computing environments, seeks a challenging Systems Administrator role. Leveraging a solid foundation in networking protocols, server management, and best practices in IT security, I aspire to utilize my skills to ensure seamless system operations, minimize downtime, and contribute innovatively to infrastructure optimization. Committed to fostering a proactive approach to system maintenance and dedicated to facilitating a collaborative and efficient IT environment for organizational growth and success.

Experience

High Visibility, T3, Senior Moderator, Help Desk/IT, Apex Systems; Killeen, Texas, June 2021 - Present

- Consistently recognized for exemplary policy enforcement, resulting in two promotions and eventual induction into a specialized task force.
- Provided expert assistance to peers, showcasing an in-depth understanding of current policies and procedures.
- Cultivated strong working relationships with colleagues and superiors, ensuring seamless communication with both Team Leader and Manager.
- Exhibited extensive experience in case management, successfully handling over 50,000 tickets with a thorough understanding of the complexities involved.

Program specialist, Help Desk/IT, MDVIP; Boca Raton, Florida, Jan 2020 - March 2021

- Performed Network, Software, and Hardware Troubleshooting to ensure all systems and 200+ workstations were operating optimally.
- Improved the overall network capabilities by implementing new hard/software in addition to enhancing network security configuration. Allowing me to be promoted to IT help desk.
- Collaborated on a successful 50-page consumer website which supported over 2000 RP6 customers

Senior Sales Rep, Licensed Property and casualty Salesman, Allstate; Great Neck, New York, April 2016 - Dec 2019

- Implemented Salesforce workflows and follow up system to make improvements on company wide sales goals.
- Achieve and Exceed insurance sales quotas consistently as well as on demand ability to provide proof of very detailed understanding of policy. Worked on and met social media marketing goals for Facebook, and Instagram.

Senior Loan Officer, Sharestates; Great Neck, New York, April 2015 - Dec 2016

- Provided commercial loan counseling, assisted with lending services, and built relationships with existing clients as well as new clients.
- Close consumer and brokered commercial real estate loans in accordance with internal and federal policy and procedures.
- Coach team members to develop sales opportunities, as well as refer customers to designated business partners and meet sales goals.

Key Skills, Interests and Hobbies

Some of the skills I have developed out of my respect for technology include but are not limited to: Python programming, Unix Administration, HTML,CSS, Javascript, Ruby on Rails, Windows Server 2017, Microsoft Word, Excel, PowerPoint, automate 9 BPA and Task Builder, Automate 10 BPA and Task Builder, Mac OS 10.0- Present, Windows XP, 7, 8,10 and 11, Salesforce Administration. I also have vast experience with web development Teams with extensive utilization of the WordPress tools and its plugins.

Education

- **Central Texas College**
 - Aug 2022 - Dec 2023
 - Attending for 1 more year with plans of completing my AA in Network Systems Administration
- **Great Neck South**
 - September 2008- June 2012
 - Attended until graduation.