

Network Administrator Assistant - Mac Administrator Network Administrator Assistant - Mac Administrator Network Administrator Assistant - Mac Administrator - Convent of the Sacred Heart Ansonia, CT 11 years of IT experience including Lead IT Support role in an educational environment Desktop installation, Configuration, Management, Support and Refresh Server installation, Configuration, Maintenance and updates Excellent troubleshooting skills with both hardware and software Ability to analyze a problem and come up with a solution Professional customer relation skills and a team oriented focus In-depth knowledge of Windows OS, macOS and iOS Work Experience Network Administrator Assistant - Mac Administrator Convent of the Sacred Heart - Greenwich, CT April 2008 to Present Fully responsible for IT support and maintenance of our 1-1 Laptop Program for students, faculty and staff laptops. Responsible for supporting and configuring classrooms with AV, Apple TV and Smart board units and portable devices including iPads and smart phones within the established SLA's Building new Desktops, Laptops, Printers and maintaining equipment. Getting quotes from Vendors and processing Purchase Orders for IT devices. Maintaining up to date inventory. Proficient working with Apple Products. Manage jamf for Device Enrollment and Self Service Involved in the migration install migrate break/fix troubleshoot to win 7/10, with rollout of new Laptops and PC's. Responsible for school events that require AV assistance year round. Installing new software in users' PC's and supporting/troubleshooting their software. As well as, upgrading devices to their latest versions. Prep and Install Hardware, Software and Proctor AP Language Exams New Employee Onboarding full cycle. Active Directory, jamf, Google Suite, Apple School Manager and Adobe CC Console administration. Computer Field Service Engineer Lead Unisys - Shelton, CT December 2005 to March 2008 Respond to customer support issues in a clear and organized manner, documenting all communications accurately, and scheduling service calls Troubleshooting hardware and software issues. Repairing and/or replacing damaged hardware. Extensive travel throughout Connecticut and some client locations in New York. Education Naugatuck Valley Community-Technical College Porter and Chester Institute - Stratford, CT Skills Mac, Mac os, Windows 7, Windows server 2003, Exchange, Microsoft office, Active directory, Citrix, Dhcp, Tcp,

Tcp/ip, Vmware, Wins, Dns, Network administration, Android, ios, Technical support, Admin support, Printers Additional Information Areas of Expertise Desktop Support & Administration Level 1, 2 and 3 technical support for end users Network Administration. Knowledge of TCP/IP, DNS, DHCP, WINS Backup Administration Active Directory Administration, Group Policy, Create & maintain user accounts and permissions in Active Directory, Exchange Server Maintenance and email administration, G Suite console Administrator Jamf Pro Admin Support Technical Proficiencies OS Platforms: Windows 7/Win 8/Win 10. Thorough knowledge in troubleshooting Mac OS X 10.10/10.11/10.12/10.13/10.14 Windows Server 2003/2008/2016 SMART Board Software & Hardware Support AV Equipment Expert Support Microsoft Office 2007, 2010, 2013, 2016 Avast Business Antivirus, VMware, Adobe CS Suite Admin, Google Apps, Citrix, " Zebra" ticketing system, uniFLOW Management System Hardware: DELL, APPLE, HP, LENOVO, HP, Canon- Servers, Desktops and Laptops, copier and printers Mobile Device setup/configuration: Thorough knowledge and experience in configuring iOS and Android devices which includes setting up email accounts, Calendars, apps etc.

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