

Network Systems Administrator Network Systems Administrator Network Systems Administrator -  
Astronics AES Work Experience Network Systems Administrator Astronics AES April 2017 to  
Present 2 Provide support through use of a ticketing system, while maintaining SLA standards.  
Manage and configure routers, switches, wireless access points, firewalls, and DHCP server  
Manage WatchGuard firewall policies and logs Configure NPS server to use 802.1X with network  
devices. Manage Incident Response from alerts triggered by Windows Defender (Defender ATP  
and Azure ATP) AlienVault USM management for SIEM HP IMC and Aruba AirWave  
management for network device performance monitoring Manage the audio and video systems of  
conference rooms Manage use of Powerbroker and configure policies Provides support to  
helpdesk, business system staff or less experienced network systems administrators. Desktop  
Support Technician Astronics AES February 2014 to April 2017 Set up, maintain and troubleshoot  
desktop, notebook and tablet computers Install and configure software Set up and configure  
audio video equipment, printers, scanners, and other peripherals Document issue resolution using  
the help desk ticketing system Maintain inventory of all hardware and software resources  
Maintain excellent communication with all end users and other members of the technology  
department Work with outside vendors as needed Execute other assigned tasks as delegated by  
the Director of Technology Desktop Support Analyst Wyndham Vacation Ownership July 2013 to  
February 2014 Contract) Data Migration of the users' workstations to the users' H: drive (USMT)  
Provide help desk support Reimage computers at all the resorts and sales offices from XP to  
Windows 7 Train end-users how to use the new applications (Citrix Receiver) Network  
installations, mapping, and device management. Install printers, and drivers for keycard making  
machines Create Inventory sheets Move computers to proper OU after OS installation in Active  
Directory Intern in tech department Christ the King Community Church May 2012 to December 2012  
Configure user accounts and add to company domain using Microsoft Active Directory Maintain  
company network for 80 users (access, profiles, and security) Maintain inventory of equipment and  
parts as well as documentation of vendor activities Troubleshoot and repair computer problems  
such as lost network connection, hardware malfunctions, and lost data files Perform computer

maintenance on 100 different end devices( Mac and Windows) Create patch, cross-over, and rollover Ethernet cables Transfer files from old servers to new servers and to a cloud server Swap out hardware (RAM, HDD, Disk drives, etc ) Upgrade operating systems, Windows XP to Windows 7 and OS Lion to OS Mountain Lion Set up workstation office lines Upgrade, install, and troubleshoot network, networking hardware devices and software Education Bachelor's degree in Information Networking and Telecommunications in Organizational Leadership Fort Hays State University 2010 Links <https://www.linkedin.com/in/jordandevoy> Assessments Technical Support Expert August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/qsgvfvdbsjvul3h](https://share.indeedassessments.com/share_assignment/qsgvfvdbsjvul3h) Critical Thinking Highly Proficient August 2019 Using logic to solve problems. Full results: [https://share.indeedassessments.com/share\\_assignment/zzuecdx2vfvudy3a](https://share.indeedassessments.com/share_assignment/zzuecdx2vfvudy3a) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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