SMB Systems Administrator - Full Time SMB Systems Administrator - Full Time SMB Systems Administrator - Full Time - GDC IT Solutions Mechanicsburg, PA   Skills that include outstanding customer service, support, and management, attention to detail, leadership skills, project prioritization and multi-tasking, logic driven aptitude and organization; extensive troubleshooting experience from both local and remote clients and end-users.   Proficient in Active Directory, Apple iPhone & iPad support, Android mobile device support, MAC OSX, Microsoft Office Suite 2000-2019, Microsoft Windows 2000-Windows 10, Microsoft Windows Server 2003-2019, Microsoft Exchange 2003-2016, Microsoft Hyper-V 2012-2016, Microsoft Office 365, and VMWare environments.   Experience in the following Incident Management Tools: Symantec's Altiris, ServiceNow, BMC Remedy IT Service Management, and Kaseya.   Advanced knowledge of PC hardware and software, server support and integration, desktop management and network connectivity through Dell SonicWALL, HP, Netgear, and Cisco routers/switches and firewalls. Experience using the following server backup software: Veeam, Altaro, Symantec Backup Exec, and Acronis   Able to easily adapt to different customer infrastructure and software environments and provide the service needed. Work Experience SMB Systems Administrator - Full Time GDC IT Solutions - Mechanicsburg, PA April 2010 to Present 40 Hr./Wk. + On-call schedule rotation) Consistently deliver quality customer support and manage customer expectation as per the Service Level Agreement (SLA).   Understand and clearly document customer needs.   Take part in pre and post-sales meetings and conversations.   Resolve or assist in the resolution of customer inquiries and problems.   Provide step by step remote troubleshooting via phone or email to long distance customers.   Constantly striving to enhance and maintain customer based relationships. Account management which includes maintaining customer relationships and providing sales assistance when needed. Being able to recommend products/solutions to customers so they are compliant with present day industry standards.   Analyzes client environment to properly research and recommends upgrades, custom solutions, and action items for client's hardware, software and licenses.   Provide clients with cost analysis and justifications based on client budgets.   Deliver deskside support to end users with hardware and software problems including WAN/LAN

connectivity, configurations, data recovery, printer troubleshooting, and configuration of mobile communication devices.   Monitor, maintain, and troubleshoot Windows Servers, which include: o Exchange servers o Domain controllers o File/print servers o Microsoft Hyper-V and VMWare o Office 365   Responsible for maintaining 9+ SMB client networks/infrastructure at an efficient and productive level as well as putting preventative measures in place to avoid cyber-attacks. Education Bachelor of Science in Network Administration Western Governor's University June 2016 Associates of Applied Science in Network Systems Technology Kaplan University May 2010

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