

Systems Administrator Systems Administrator Systems Administrator - Innovyze Ridgefield, WA
Authorized to work in the US for any employer Work Experience Systems Administrator Innovyze -
Portland, OR January 2018 to Present - Utilize spiceworks for system management, tickets, projects
and KB's. - Manage network infrastructure through Cisco meraki devices and cloud. - Inventory
tracking via AD powershell scripts and spreadsheets. - Organization and authorization for software,
hardware and services through proper channels. - Email, device, server back up and archiving. -
Emergency response to all issues on and off hours. - On and off site maintenance. Systems
Administrator Tier 2 Pavelcomm August 2015 to December 2017 MSP for multiple I.T. clients in
manufacturing, medical, rehab, retail, non-profit and restaurant industry. On-site support, training,
improvement planning and project implementation. Preventative maintenance for work stations
and servers. Network management. Backup and restoration. Project management and roll out
for clients. Technical Support 3 DAT Solutions February 2014 to August 2015 Billing and account
management. Chat, e-mail, phone and remote support. Trained and managed national and
regular accounts. Training customers on logistics and transportation management software.
Training in NOC/help-desk environment. Educating customers on Windows 7, 8, XP, Vista
software and networking. Billing Specialist Stream, Technical July 2011 to February 2014 Support
to Xbox and games for Windows Live. Remote access into computers for
networking/software/hardware issues. Quickly and effectively solve customer challenges.
Maintain quality control/satisfaction records, constantly seeking new ways to improve customer
service. Traveled and trained new hires in Oregon and Iowa. Managed accounts for billing and
inputted data on issues associated with computers or Xbox. Senior support help for other
customer support agents. Education not completed in Computer Science Portland Community
College September 2009 to September 2011 Skills Knowledge of active directory. Knowledge of
networking. Knowledge off-site and on premise exchange servers. Knowledge of Office 365.
Knowledge of group policy. Knowledge of Windows Server Small Business, 2003, 2008, 2008r2,
2012 and 2012R2. Knowledge of remote desktop servers and Thin clients. Knowledge of Kixtart
scripts and login processes. Knowledge of security and distribution groups. Knowledge of group

policy. Knowledge of patch paneling, switches and routers. Knowledge of Windows XP, Vista, 7, 8, 10. Knowledge of Mac OS. Knowledge of Android and IOS. Knowledge of Tigerpaw CRM. Knowledge of Labtech RMM. Knowledge of Screen Connect, Join.me and Team Viewer. Knowledge backup solutions such Veeam, Barracuda and Intronis. Knowledge of Copiers. Knowledge of VPN setup. Experience in on-site emergency troubleshooting. (8 years), Vmware, Active Directory, System Administrator, System Admin, Cisco merkai (2 years), SCCM Awards Most positive 2018 innovyze 2018-12 Awarded for the most improved employee with keeping positive attitude. Elected by CEO, VP's and manager.

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