

Database Administrator Database Administrator Colorado Springs, CO Work Experience Database Administrator The Navigators - Colorado Springs, CO August 2018 to Present Manager of main CRM system, responsible for implementing upgrades and testing new versions Implemented automatic receipt process saving internal department 2+ hours of daily work Training members of staff in using the database and its reporting tools Working closely with CRM support to work through issues and find acceptable resolutions Created automatic procedures to update mass amounts of donor prospect records as well as SQL QRY's and ad hoc reports to gather helpful information Researched new prospects to figure out wealth scores and probability to give to the organization. Service Desk Technician The Navigators - Colorado Springs, CO September 2014 to August 2018 Develop and implemented robust processes to ensure that a high quality of support service is provided to all users of the environment. Created documentation to assist and guide users with new software. Worked to teach users how to prevent future issues. Lead IT projects such as implementing JAMF software and creating batch scripts to manage Apple devices, point person for Mitel phone system (VoIP and Analog). Assisted in project such as migrating to Windows 10 and Office 2016. Handled about 10-15 tickets a day; closing an average of 250 tickets over a six-month period Assisted the Network Infrastructure team with creating virtual machines using vSphere Web Client both from scratch and from templates, monitoring file share drives, and assisted with trouble shooting by trailing network traffic. Researched most up to date computer hardware and purchased all IT equipment Field Technician HP/TEKSYSTEMS - Colorado Springs, CO June 2014 to September 2014 Backup user settings and set up and physically install new hardware Mass image of computers, troubleshooting issues Asset management and managing time and resources to meet SLA IT Help Desk Support Colorado State University Pueblo - Pueblo, CO May 2011 to June 2014 Assist students with various PC and desktop application issues Transition campus computers from Windows XP to Windows 7 Regularly perform hardware and software maintenance Provide customer service both directly and indirectly Education Bachelor's in Computer Information Systems Colorado State University-Pueblo - Pueblo, CO August 2009 to May 2014 Skills ORGANIZATIONAL SKILLS, TRANSLATING, DBA, Billing (2 years), CRM (1 year),

Active Directory (4 years), Microsoft Office (4 years), Windows 7 (4 years), Windows 10 (3 years),  
Vmware (Less than 1 year), Switches (Less than 1 year), vSphere (Less than 1 year), Server (Less  
than 1 year) Certifications/Licenses Security+ November 2016 to November 2019 CompTIA  
Security+ CMNO - Cisco Meraki Network Operater Present

Name: Micheal Brandt

Email: ngarcia@example.com

Phone: (786)933-3738x49199