Systems Administrator Systems Administrator Oldsmar, FL To excel in a positive atmosphere to learn and implement new skills and technologies for the betterment of the organization. Work Experience Systems Administrator University of Cincinnati - Cincinnati, OH February 2019 to May 2019   Create, assign, modify, and resolve user incident and service request tickets   Order technology supplies for users   Test, implement, and deploy software to users via SCCM   Teach and manage student interns for the IT department   Provide technical support via phone, email, and chat Field Service Manager Kinetic Networks, LLC - Fort Wright, KY December 2018 to February 2019   Provide service and customer support during field visits or dispatches   Managing all on-site installations, repairs, maintenance, and test tasks   Diagnosing errors or technical problems and determining proper solutions   Performing troubleshooting, monitoring data networks, repairing various cables and telephone sets   Analyze telecommunications for businesses to determine what tool and equipment requirements for the client   Updating and migrating client servers   Assisting with patch updates to client's servers   Installation of any hardware or software equipment needed for the client   Complete follow-throughs by training clients on using new tools and equipment Systems Analyst American Modern Insurance - Amelia, OH October 2018 to December 2018 Tasked with Year-End Entitlement Reviews   Grant, Modify, and Remove accesses based on employee's profile   Create new user accounts for new employees   Create, maintain, and decommission different servers that houses multiple applications   Create Group Policy Objects to maintain access limitations HDI Certified Service Desk Analyst Pomeroy IT Solutions - Hebron, KY April 2013 to October 2018   Assisted with migration of Lotus Notes 8.5 to Office 365   Assisted PGW (Pittsburgh Glass Works) with the implementation into the Assyst ticketing system   Assisted with the rebuilding of Active Directory Federation Services and SOP during two divestiture projects   Implemented new information into Right Answers knowledgebase for more   accurate troubleshooting   Created, modified, removed windows-based servers in the client's environment Presented patch updates to the CAB (Change Advisory Board)   Created new training manual for all new hires   Worked with Quality Control team to create basis for continual service improvement Pulled data from Assyst and created tables via Excel to provide to upper management   Created

SQL database for policies and procedures   Created process flows via Microsoft Visio to identify process gaps   Updated daily metrics on Microsoft SharePoint to inform team of the statistics   Assisted corporate employees with productivity-delaying technical difficulties, including workstation troubleshooting, up to network infrastructure outages   Trained new analysts to provide excellent service to the client   Provided analyst with training manual and walkthrough of policies and procedures   Used Active Directory to create, modify, and remove User and Group accounts   Modifications include group memberships, VPN access, unlock accounts, password resets, usernames, and disabling accounts   Created reports using PowerPoint and Excel to provide to management for annual security meetings   Support incoming contacts via phone, email and chat   Education Bachelor of Computer Science in Computer Science Gateway Technical College - Covington, KY Skills Active Directory (5 years), ADFS (5 years), BMC (Less than 1 year), C+ (Less than 1 year), Cisco (Less than 1 year), HTML (Less than 1 year), HTTP (Less than 1 year), iOS (Less than 1 year), Java (Less than 1 year), JavaScript (Less than 1 year), Lotus Notes (5 years), Mac (Less than 1 year), Networking (Less than 1 year), Polycom (Less than 1 year), Remedy (Less than 1 year), SNMP (Less than 1 year), SQL (5 years), TCP (Less than 1 year), TCP/IP (Less than 1 year), VPN (5 years), System Administrator, Vmware, System Admin, Linux Additional Information Operating Systems: XP, Vista, Windows 7, Windows 10, Mac/iOS Skills   Developing Languages: C++, HTML, Java, JavaScript, SQL   Networking: TCP/IP, HTTP, HTTPS, SNMP, STMP, UDP & RDP   Hardware Brands: Cisco, HP, Dell, Apple, Lexmark, Xerox, Gateway, IBM, Polycom   Ticketing Systems: Service Now, Axios Assyst, BMC Remedy, CA Service Desk Manager   Administrative Applications: Windows Server 2008 / 2012, Active Directory, Group Policy Objects (GPO), ADFS   Basic Applications: Adobe Products, Office Suite, Cisco VoIP, Cisco VPN, Lotus Notes   A+

Name: Ashley Williams

Email: zimmermanstacy@example.com

Phone: (852)297-7126x1687