

Systems Administrator Systems Administrator Systems Administrator - IBM Longmont, CO Work Experience Systems Administrator IBM - Boulder, CO February 2018 to Present Debugging software tools (Java, Office extensions, and virtual machines) ? Training new hires in technical processes ? Collaborating with internal teams to build custom automation ? Developing standard operating processes for new technology deployments ? Maintaining up-to-date knowledge base Manager Pizza Hut - Brookfield, WI July 2012 to December 2017 Managed small-team environment ? Trained and supported new employees one-on-one and in a team setting ? Maintained superior customer service over the phone and face-to-face Customer Service Representative Chiro Discount Warehouse - Slinger, WI February 2011 to June 2012 Received inside sales orders for Chiropractors and Physical Therapists over the phone ? Took prompt corrective action whenever necessary to maintain satisfaction of customers ? Built positive relationships with clients and vendors regularly Education Global Management Studies University of Wisconsin - Milwaukee, WI August 2012 to May 2017 Skills Active Directory, Vmware, Citrix, Cisco Jabber, Java DRS, Microsoft Office Suite, Service Now, Training, Technical Documentation, Management, Windows 7/8/10, Webex, Professional Communications

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