

Systems Administrator Systems Administrator Systems Administrator Oakdale, CT INFORMATION TECHNOLOGY ~ Lead IT Support Specialist Service-focused technical leader with 10+ years of success installing, supporting, and maintaining advanced IT & network solutions for companies with dynamic connectivity and performance requirements. Well-qualified with B.S. in Information Technology and solid background in Call Center Operations & Customer Service, Voice & Data Networking, LAN/WAN Administration, and IT/Desktop/Software Support under Windows, Linux, and Cisco environments. Natural communicator and motivational team leader with talent for inspiring superior team performance while ensuring responsive technical support and 24/7 functionality for thousands of global users. Organized, take-charge professional with exceptional follow-through ability; able to plan and oversee complex, multi- system projects from conception to successful conclusion. Respected by managers, colleagues, and users for customer service mentality, tenacious troubleshooting skills, and unwavering commitment to client needs. Facility Manager experience and Project Management of large office build out jobs. Results-oriented Construction Manager able to work efficiently and effectively to complete projects on time and within budget. Possess a sound knowledge of the inspection process and industry customs. Skills MS Office Suite and Adobe Suite. Strong conflict-resolution and communication skills Skills Building site supervision Security systems knowledge HVAC Generators Disaster recovery, Power Supplies Electrical systems, Problem resolution Facility management, Improving processes Asset Management Planning and design commercial space Work Experience Systems Administrator YOURMEMBERSHIP - Groton, CT October 2014 to June 2019 Oversee On/offsite Helpdesk Support for over 3000 users (35 sites) Assign tasks to appropriate group and assist with resolutions in Helpdesk Ticketing system Maintain Hardware/Software Versions/Lic./Warranty Maintain Asset MGMNT Hands on troubleshooting server/desktop/laptop/Voip phones/printers Implement/deploy firewall/Anti-virus/malware to all systems Create/Provide Training and Documentation to all employees Excellent organizational skills, also maintains proper hardware/software stock and order necessary supplies for new/current employees Network Administrator FLORIST TRANSWORLD DELIVERY, FTD - Centerbrook, CT January 2008 to

January 2013 National leader in floral wire service, retail/wholesale flower delivery. Sole provider of network, help desk, and data center support for high volume Call Center handling thousands of calls per day. Provide responsive support for 120+ onsite users and 40 field agents, as well as rotational 24/7 on-call support for entire company. Administer and optimize LAN/WAN infrastructure, Active Directory, Avaya VoIP Phone Systems, and Exchange, VPN, DNS servers, ensuring 100% availability and uptime. Simultaneously perform facility management including building maintenance upgrades, building/server room HVAC and electrical systems; coordinate with vendors and manage warranty issues. Oversee systems and server configuration, disaster recovery, data/voice network connectivity and security. Maintain 150+ workstations/laptops, systems, hardware and peripherals. Created and managed network file share drives including user and group permissions. Perform hardware/software troubleshooting; repair PCs, laptops, and printers; conduct OS re-imaging and daily backups. Maintain PCI and SOX compliance. Education Bachelor's in Information Technology New England Institute of Technology - Warwick, RI October 2004 to September 2007

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