

Systems Administrator Systems Administrator Systems Administrator - Mind Gym Brooklyn, NY A+ and Network+ certified systems administrator with a diverse skill set and a work ethic that drives continued learning. Criminal Justice graduate with experience in management, operations, customer service, communications and client facing experience. Meets challenges head on, works well in stressful situations in a fast-paced setting. Analytical with common sense, intuitive instincts, and ability to think outside the box. Maintains excellent research, organization, time management, and problem assessment/resolution skills. Work Experience Systems Administrator Mind Gym - New York, NY December 2018 to Present Provided support for 200 users across the United States and United Kingdom. Provided a consolidated point of contact for levels 1-2 technical support. Provided support of Office 365 applications. Performed administration activities such as setting up user accounts, roles, access, and privileges. Resolved technical problems using Jira ticketing system for documentation. Deployed, configured, and maintained laptops with Dell and CDW as the vendors. IT Technician Brooklyn Community Services - Brooklyn, NY July 2018 to December 2018 Provided support for over 20 remote sites that included 500 client machines and users. Provided a consolidated point of contact for level 1 technical support. Managed equipment inventory using Spiceworks. Installed and deployed workstations, laptops, printers, copiers, and VoIP devices. Supported a mixed environment that included Windows 7/10 and Mac OS. Education Bachelor of Science in Criminal Justice in Criminal Justice John Jay College of Criminal Justice - New York, NY 2014 Skills JIRA, ACTIVE DIRECTORY, DHCP, TCP, TCP/IP, Office 365, Windows Server, AWS Certifications/Licenses AWS Cloud Practitioner CompTIA Network+ CompTIA A+ AWS Solutions Architect Associate

Name: Hayden Patton

Email: chelsey49@example.net

Phone: (508)508-6683x10655