

Novice Systems Administrator Level Novice Systems Administrator Level Novice Systems Administrator Level - SPYOPTIC La Mesa, CA Exceptionally recognized troubleshooting skills used to quickly access and correct issues in the most cost-effective way. Learn new skills and technology quickly, work effectively in both a team and self-direction environment. Authorized to work in the US for any employer Work Experience Novice Systems Administrator Level SPYOPTIC 2017 to Present

Responsible for maintaining day to day operations in all environments from on-premises services housed in vSphere to cloud-based applications both company owned, in Azure, and third-party integrations Responsible for working with third-party vendors to ensure smooth integrations with existing environment Responsible for managing VOIP system via Nextiva Responsible for managing network both physical and virtual Intern - Helpdesk 2016 to 2016 Responsible for day to day helpdesk level tickets Introduced to network infrastructure Introduced to Great Plains ERP Introduced to Cisco appliances Service Desk Analyst eCapital 2016 to 2016 Responsible for maintaining ticket queue for primarily desktop and thin client hardware and various applications Users primarily worked in Citrix VM environment, using datacenter based connections Desktop Technician 2015 to 2016 Maintained support ticket queue for a wide variety of support areas including desktop, laptop, phone system, server access Maintained user side of email systems, both in 365 and Exchange Responsible for troubleshooting various applications, general desktop issues, and email issues Implemented and maintained several Cisco Telepresence and LifeSize video conferencing systems with televisions and projectors Primary on-site support team member for MAC Intern OtterBox 2015 to 2015 Education Bachelor of Management Information Systems in Management Information Systems National University - San Diego, CA Skills Active directory, Cisco, Dns, Encryption, Exchange, Dhcp, Erp, Scripting, Firewall, Intrusion, Netsuite, Sugarcrm, Edi, Jira, Cisco asa, Imaging, Vms, Fedex, Great plains, Publishing, Windows, Mac, Networking, Technical Support

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