

IT Systems Administrator IT Systems Administrator IT Systems Administrator - Aon Hewitt/Alight Franklin Park, IL Work Experience IT Systems Administrator Aon Hewitt/Alight January 2018 to Present

- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support
- Windows 7/10, Active Directory, Office 365, Mobile Device Support, Apple
- Maintained record of daily data communication transactions, problems and remedial action taken
- Led new user training as part of a project consisting of technology overview and use
- Provided advanced support for multiple enterprise applications as well as internal company applications.
- Responded to customer calls via Service Now ticketing system
- Main point of contact for all Mac OS X issues. JAMF administration experience

Aon Hewitt/Alight January 2017 to Present IT Support Specialist Aon Hewitt/Alight January 2017 to January 2018

- Performed first level support for break/fix issues and concerns
- Responsible for project participation including system upgrades, service improvement initiatives and service requests
- Responded to tickets within time frame specified by the current service level agreement averaging ten to fifteen a day, maintained appropriate documentation within Service-now as determined through ticket quality reviews.
- Basic PC/peripheral repairs, printer troubleshooting, and network connectivity troubleshooting.

IT Support Technician CDW Corporation - Lincolnshire, IL May 2016 to December 2016

- Proactively supported user's with incoming issues pertaining to computer systems and software
- Provided technical assistance and for Cisco Telepresence meeting rooms including iPads used to reserve rooms
- Deployed and repaired equipment such as laptops, desktops, monitors, cell phones
- Maintained Cisco video system functionality in offices and conference rooms.

Education High school or equivalent Skills Active directory, Android, Ios, Windows 7, Mac, Mac os, Microsoft office, SCCM, System Administrator, Desktop Support, Information Technology, Help Desk, It Specialist

Certifications/Licenses A valid IT Specialist certification

Additional Information SKILLS Mac OS X, Active Directory, Adobe Creative Cloud, Windows OS, Microsoft Office Suite, Android/IOS, Windows 7/10, SCCM

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