

Systems Administrator Systems Administrator Support Analyst Extraordinaire San Antonio, TX An Information Technology professional with 6+ years' experience in Windows server administration, desktop platform, web and cloud technologies and highly skilled in customer service and phone support is aiming to leverage his skills to successfully fill the IT role at your company and making a contribution. References are available upon request and I am open to relocation. Authorized to work in the US for any employer Work Experience Systems Administrator Robert Half Technology - San Antonio, TX October 2018 to June 2019 Contract work at Bible Study Fellowship, a Christian non-profit organization serving 125 employees and 5500 members with Christian courses and material online. Responsibilities included maintaining, configuring devices across campus and assisting employees with technologically related issues. Support Analyst Cisco UM, and Polycom Video Teleconferencing - San Antonio, TX December 2014 to July 2018 Provided Tier 1 Support for national court system employees, including Judges, Law Clerks, Probation Officers, and Systems Administrators. Supported products included VPN, Two-Factor Authentication, Active Directory, Cisco UM, and Polycom Video Teleconferencing. Help Desk Analyst Axoro - Irvine, CA March 2012 to November 2014 Assisted with daily technical issues from customers and monitored cloud software platform for performance and availability. Also installed and performed repairs to hardware, software, or peripheral equipment, following design or installation specifications and manuals. Education Computer Science Saddleback College - Mission Viejo, CA 2010 to 2012 Skills Acrobat, Excel, Microsoft office, Outlook, Powerpoint, Word, Photoshop, Active Directory, System Administrator

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