Systems Administrator Systems Administrator Systems Administrator Flushing, NY To obtain an IT position with a team that will allow me to showcase my technical skills and provide excellent service.

Authorized to work in the US for any employer Work Experience Systems Administrator IT Squared/New York Edge - Woodside, NY August 2017 to February 2019   Stationed at New York Edge since hire date   Active Directory Support   Google G-Suite Administrator   Use of Windows Server 2008/2012   Helped End Users troubleshooting a variety of issues with technology apps Configured IOS devices and iPads to corporation and IT Compliance Standards   Remote Service on Laptops. PC Workstations, and Printers   Configuring Site Technology Equipment (Laptops, Workstations, Printers, Switches)   Connectwise Ticketing System   Working with different department managers to order technology equipment that met or exceeded needs   Assisted over 1,000 users in HQ/Sites Systems Engineer CHIPS Technology Group LLC. /Professional Physical Therapy - Uniondale, NY October 2016 to July 2017   Installation and configuration of Healthcare EMR Systems   Implementing and maintaining security measures, including anti-virus measures, Operating System and Application security patches in accordance with standards   Active Directory/ Microsoft Exchange Server 2013 Experience   Citrix Account Creation, Configuration, and Profile resolving   Preparing hardware/software requirement and specification for the assigned business unit(s), prepare requisitions, and keep up to date inventory of IT assets   Ensuring compliance with corporate information management and technology standards, guidelines and procedures for the unit's technology environment   Ensuring that the users computing needs are met   Assisting over 3,000 Users within the Professional Physical Therapy IT database   Configured over 100 ipads with special image, for FOTO App Project Service Desk Agent United Nations - New York, NY May 2016 to October 2016   Ensuring compliance with corporate information management and technology standards, guidelines and procedures for the unit's technology environment   Ensuring that the users computing needs are met   Problem resolution and support for all network and desktop related matters by liaising with IT central help desk where needed   Installation and configuration of ICT standard hardware/software   Implementing and maintaining security measures, including anti-virus measures, Operating System and Application security patches in accordance with

standards   Preparing hardware/software requirement and specification for the assigned business unit(s), prepare requisitions, and keep up to date inventory of IT assets   Ensuring that the information contained with the web page remains current and meets the published web site design and content standards and guidelines   Collaborating with Information Systems and Technology staff and IMAs from other units in supporting corporate software and hardware systems Systems Analyst I (Contract) Northwell Health System/TekSystems - Melville, NY July 2015 to May 2016 Provided IT services for more than 350 users such as: installation, configuration, diagnose, repair, security and provided infrastructure support for various Microsoft Servers   Performing Help Desk Duties, Creating Tickets   POP3 and SMTP configurations with customer's e-mail accounts   Provided Customer Service, within the company, and to Vendors   Remote support for employees and Vendors of the company   Adding and Removing laptops and desktops from company domain   Cell Phone and Mobile Tablet Configuration For Employees   Knowledge of Citrix, and Apps   Used CA Service Desk to Create, Monitor, and Close Tickets   Active Directory Knowledge IT Technician I FJC Security Services - Floral Park, NY March 2015 to July 2015 Floral Park, NY March 2015-July 2015 IT Tech/CCTV Tech   Desktop Level I and II Duties performed   POP3 and SMTP configurations with customer's e-mail accounts   Provided Customer Service, within the company, and to CCTV clients   Remote and Physical support for employees and clients of the company   Installation of analog and digital CCTV Cameras   Adding and Removing laptops and desktops from company domain   Cell Phone and Mobile Tablet Configuration For Employees   Detex Wand System Installation with Points   Desktop and Laptop Deployments Product Advisor/Inventory Control Expert Microsoft Retail Store - Garden City, NY May 2014 to March 2015 Assisted Customers With Device Problems   Performed Over 150 "Out-Of Box Rollout" Personal Trainings With the installation of Office 365   POP3 and SMTP configurations with customer's e-mail accounts   Provided Customer Service, and advisement on Tech Items   Processed High Deliveries Of Shipment   Answered customer's questions and problems via Telephone. Conducted Personal One-On-One Personal Training With Customers in store   Taught Learning Classes On Office 365, and Windows 8/8.1   Used Inventory System to Process Purchase Orders

and Replenishments   Apart of The Visuals and Plano Team   Served As ICE Member For Holiday Season Education Associate in Information Technology Nassau Community College - Garden City, NY December 2019 Regents Diploma Westbury High School - Old Westbury, NY Skills ACTIVE DIRECTORY (3 years), SECURITY (2 years), CITRIX (2 years), HELP DESK (3 years), EXCHANGE (5 years), System Admin, System Administrator, Vmware Additional Information Skills

  Detail oriented with strong organization skills   Very Strong Verbal and Interpersonal Skills   Able to Meet Deadlines Given/ SLA's   Flexible, Patient, Approachable   Team Player, self-motivated, creative, goal-oriented.   Quick- Learning, very attentive to constant changes   Mobile and Customer Driven   Work well with other members of the team, respect ideas and contributions from others, maintain self-control in difficult situations, and work well with people at all levels   Flexible with scheduling   Technical Skills   Proficient knowledge of Microsoft Office 2003, 2010, 2013 (Word, Excel, PowerPoint, Outlook, One Note, One Drive,)   Level 1/2 Help Desk Duties handled Remote and Hands- On   Mobile Support Android/iOS/Windows Phone   Printer Installation and Networking   Used ticketing software to manage assigned workload and updated tickets with information   Admin Microsoft Exchange/ Active Directory Experience   Knowledge of Windows (7-10) and Apple iOS desktops and laptops.   Delivered, setup, and configured end-user desktop, laptop hardware and software peripherals   Computer Imaging, Backup, System Restoring, Program Deployment   Citrix Receiver and Citrix Server Knowledge   Able to diagnose user problems and needs, identify their source, and determine possible solutions.   Evaluate security risks and support networking appliances and software such as: firewalls, security software, and other protocols that provide enhanced network security   Setup and troubleshoot projectors and video conferencing equipment

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