

Systems Administrator Systems Administrator System Administrator Wausau, WI A fun energetic person with a lot of drive to succeed, who enjoys working with computers and has a vast knowledge of computer components and software. Works well with others and also working solo. Likes helping others, talking out problems, and taking on difficult challenges. Takes pride in the work done and the things accomplished. In my past time I enjoy tinkering with my home lab, which includes everything from VPNs to virtual machines. A detail oriented server administrator with several years of experience in a continuously changing environment seeking to obtain a full-time position in the Information Technology field. With strengths including the ability to learn quickly and apply knowledge, strong communications skills both oral and written, strong drive to succeed, and strong team player. Authorized to work in the US for any employer

**Work Experience**

**Systems Administrator**  
Sutton Transport - Wausau, WI June 2018 to Present

- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies

**Technical Support Specialist**  
Cornerstone Technology - Wausau, WI November 2016 to February 2017

- Work hands on with camera systems
- Deploy Layer 1 infrastructure
- Configure network firewall rules and access
- Diagnose network connectivity and throughput
- Configured Group Policy Objects to create a secure Windows Infrastructure
- Created user ID's, roles, groups OU's etc.
- Advise clients on industry best practices
- Collaborate with 3rd Party software vendors
- Respond to security threats
- Deploy desktop solutions for end users
- Install and configure server/client software
- Active Directory maintenance and clean up
- Desktop support for small to medium businesses
- Maintain and troubleshoot printers
- Verify and test backup disaster recovery solutions
- Troubleshoot hardware problems for workstations/servers and supporting equipment
- Collaborate with internet service providers to resolve and implement Internet services

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**Technical Sales**  
PC Portal of Wausau - Wausau, WI July 2016 to November 2016

- Configure and implement point of sale systems

Diagnose and resolve network issues    Configure network firewall rules and access    Troubleshoot issues with camera systems    Desktop support for small to medium businesses    Make contact with potential clients and propose solutions    Setup laptops and workstations for clients    Troubleshoot hardware problems for workstations/servers and supporting equipment    Respond to security threats    Collaborate with 3rd Party software vendors

Systems Analyst RMM Solutions - Wausau, WI 2015 to 2016    Work with complex computer systems and networks    Active Directory maintenance and clean up    Created user ID's, roles, groups OU's etc.    Server software updates in Windows and Linux    Change configuration of firewalls and switches    Layer 1 CAT6, Fiber, and low voltage deployment, termination, testing    Resolve issues with software applications and systems    Maintain and troubleshoot printers    Monitor systems for performance and downtime

Desktop support for small to medium businesses    Update programs and systems    Troubleshoot hardware problems for workstations/servers and supporting equipment    Configure devices for first use and deployment    Collaborate to resolve complex and time consuming problems

Implementation of cameras, wireless access points, and physical access control solutions

Respond to security threats    Collaborate with 3rd Party software vendors    Work with Cisco Call Manager and Unity for VOIP phones and softphones    Assist others on the team and new members to the team on practices, procedures, and other technical aspects

Advanced Broadband Installer Charter Communications 2013 to 2015    Disconnect services    Install services per customer specifications    Educate customer on services    Troubleshoot and resolve customer issues

Identify and escalate system related issues    Operate safely within Charter and OSHA safety requirements    Follow all local/state/federal laws and codes    Resolve issues with customer premise equipment(CPE)

PC/Network Specialist, Tier 3 Time Warner Cable - Appleton, WI 2011 to 2013    Troubleshoot cable equipment, Desktops/Laptops with Windows/Linux/Mac OS, Tablets, Smart phones, Smart TV's, Game Consoles, and Telephony equipment    Investigate of network issues (Outage, Ingress, Signal Quality, and DHCP/DNS issues, LDAP/BPS/IMS provisioning, VoIP routing)    Follow up with customers to resolve ongoing/intermittent issues    Analyze Software, Hardware, and Network Systems    Maintain/repair provisioning and permissions for equipment and

users on multiple systems (Video, HSD, VoIP, E-mail, Voicemail, and Account Access)  
Communicate/escalate issues interdepartmentally via Remedy ticketing system 2705 Quail Ave,  
Wausau, WI 54401 715-255-0168 lukehynes@gmail.com 2013 Volunteered for radio  
support/communications for Walk MS and Race the Lake Education High School Diploma Wausau  
West High School 2008 Associates Degree in IT in Programmer/Analyst Northcentral Technical  
College Skills System Administrator, Linux, Active Directory, Vmware, System Admin  
Certifications/Licenses Valid Drivers License

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