

DATA/BILLING ANALYST/FIELD SUPERVISOR DATA/BILLING ANALYST/FIELD SUPERVISOR
DATA/BILLING ANALYST/FIELD SUPERVISOR - KNOWESIS INC Fountain City, IN Work
Experience DATA/BILLING ANALYST/FIELD SUPERVISOR KNOWESIS INC November 2018 to
Present Developed and deployed an ADMS that successfully captured, stored, and reported over
\$10M in contractor operational data. Maintained, deployed, and supported hardware for the
Knowesis' ADMS suite. Responsible for education, use, and issuance of the ADMS to complete the
goals of the project. Performed detailed data reconciliation and verification for all data associated
with the project. DATA CENTER ADMINISTRATOR CYBERSHARKS.NET May 2015 to November
2017 Performed large-scale Office 365 migrations totaling 1000+ seats implementing ADFS in
multiple 300+ user environments. Managed an IT staff of 5 in addition to in-house web
development and design. Responsible for development and management of 70 client networks both
physical and virtual. Created, implemented, and annually audited the disaster recovery plan for the
datacenter and its information assets at other facilities. Assisted with compliance audits for clients
in their specific industries as required. Maintained an on-premise Enterprise Hosted Exchange
environment for 200+ domains. Operated a Barracuda spam appliance to protect any email
addresses utilized by customer networks both inside the datacenter and out. Operated a
SolarWinds MSP portal for support ticketing and incident tracking for all MSP customers. SENIOR
NETWORK ADMINISTRATOR HOOKSSYSTEMS INC October 2009 to December 2014
Specialized in migrating on premise Exchange 2003, 2007, 2010 installations to the Office 365
platform including Skype for Business and SharePoint Online. Designed and deployed Group Policy
on each client network to suit the specific automation needs for security, software deployment, and
customization. Researched and implemented a hardware monitoring solution designed to alert of
hardware issues, software issues, and the maintenance needs of client Desktops, Laptops, and
Servers Primary server tech on a 24x7 support team. Maintained a Disaster Recovery solution and
documentation Education MCSE MILLER MOTTE TECHNICAL COLLEGE July 2001 Skills
Customer Service, CSR, Customer Care, Call Center, Windows Server (8 years), Microsoft Office
Suites (8 years), Active Directory, DNS, Exchange Certifications/Licenses MCSE MCSA

Assessments Critical Thinking Highly Proficient April 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/jfx4ec06h-6wuxti Problem Solving Proficient April 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/mpta1v-8ufoqcfr4 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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