

Systems Administrator Systems Administrator Systems Administrator - Retail Imaging Management Group Vancouver, WA Authorized to work in the US for any employer Work Experience Systems Administrator Retail Imaging Management Group October 2018 to Present Monitor system performance and day to day operations, while troubleshooting and resolving any issues that arise. Set up and maintain equipment for employee use, performing or ensuring proper installation of cables, hardware, phone systems, operating systems, and appropriate software. IT Specialist / Helpdesk Direct Marketing Solutions April 2017 to October 2018 One of a two person IT team supporting 3 buildings, 170+ workstations, and 25 servers both in a production and office environment. Set up and maintain equipment for employee use, performing or ensuring proper installation of cables, hardware, phone systems, operating systems, and appropriate software. Project lead on our Endpoint Security transition, migrating and configuring our security system to Kaspersky Endpoint Security 10. Tier 2 Technician Supervisor Conduent November 2012 to April 2017 Started as a Tier 1 technician and rose through the ranks to top job role; Tier 2 technician supervisor. Participate in weekly engineering meetings, discussing current emerging issues and trends in an effort to resolve software bugs through future updates. Develop training materials and procedures, and train users in the proper use of hardware and software. Apple Certified Macintosh Technician (Software and Hardware) Education High school or equivalent Skills SECURITY, ACTIVE DIRECTORY, EXCHANGE, LINUX, MS OFFICE, Vmware, System Administrator, System Admin Additional Information Skills and Qualifications Proven excellence in a fast paced IT environment. Effective at multitasking and working under pressure to achieve overall objectives. Experience using a ticketing system to receive, log, and prioritize support requests. Demonstrated knowledge of all software operating systems including Microsoft, macOS, and Linux. Skilled in troubleshooting and isolating issues to a root cause while logging all appropriate and relevant information. Continual experience with Active Directory, Exchange Servers, File Shares, and Server Manager. Deep understanding of Network Configuration and Security. Expert knowledge in most applications, including but not limited to MS Office and Adobe.

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