

Systems Analyst Systems Analyst Experiences IT systems administrator and desktop technician  
Tallahassee, FL Fast-learning, experienced, and capable team player that excels in any IT  
environment Authorized to work in the US for any employer Work Experience Systems Analyst  
Coaxis International - Tallahassee, FL December 2018 to Present Windows 2008, 2012 R2, and  
2016 administration: DNS, Print servers, Active Directory, Group Policy, file server, share  
management. Managed citrix environment, Xenapp 6, 6.5, and 7. Citrix group policies, application  
delivery, groups, machine catalog Administering Office365, Azure, G-Suite, Sharepoint, and  
hosted Microsoft Exchange. Managing and troubleshooting day-to-day application issues for  
Thomson Reuters, Quickbooks, and ProFX Suite. SQL Database management Desktop Support  
Specialist FSU - Tallahassee, FL February 2018 to December 2018 Junior windows systems  
administration(Managing active directory users and computers) Desktop support, break fix,  
deployment Software support Senior Systems Technician Computer Pros, INC - Tallahassee, FL  
July 2016 to February 2018 Windows systems administration(Server 2003 - 2012 R2 and SBS)  
including managing Active Directory, WINS, and WSUS. Network administration - DHCP, DNS  
Desktop/Laptop break-fix Computer Support Specialist Department of Transportation - Tallahassee,  
FL March 2016 to June 2016 Responsibilities Desktop support in a windows based environment.  
Network troubleshooting: DHCP, VLAN, VOIP. Utilizing Active Directory and SCCM to manage an  
enterprise environment Systems Administrator Wakulla County Sheriff's Office - Crawfordville, FL  
June 2015 to December 2015 Responsibilities Responsible for managing windows-based  
environment including web servers running IIS.(This includes but not limited to: Backups, new  
system implementation, active directory, exchange) Responsible for maintaining network, network  
security, and network uptime, including the phone system. Managed all end-user IT needs.  
Managed IP camera server and systems Managed biometric building access terminals MSSQL,  
MySQL Database management Accomplishments My proudest accomplishment was  
single-handedly bringing up the network after a cryptolocker virus was detected. Agent Business  
Consultant Homes.com October 2013 to November 2014 Customer Service. Managing and  
configuring agent's websites, including but not limited to: HTML, CSS, Graphics, Dashboard

settings, business & marketing consultation. IT Services Coordinator Florida State University  
January 2013 to November 2013 Primary administrator of FSU's enterprise-wide ticketing system -  
FSU Service Center ITS, Service Center, FAQ, and FSU Service Center website management  
Case and workload delegation for the Service Deployment team Technical documentation and  
training for FSU Service Center and other ITS services ITS Sharepoint Administration Project  
management for ITS services offerings Technology Support Analyst Florida State University January  
2011 to January 2013 2 & 3 Level technical troubleshooting and problem solving 2nd  
Go-between for administration and 1 level technical support 1st ITS Website Upkeep Technical  
documentation and workflow Computer and Network Operator Florida State University 2009 to 2011  
Day-to-day overview of FSU's data center Responsible for facility security and maintaining high  
productivity Various troubleshooting and help desk support Education Bachelor's in Cloud and  
Systems administration Western Governors University December 2018 to Present Technology  
Lively Technical Center 2009 to 2010 Skills SCCM, Desktop Support, Help Desk, CompTIA, Tech  
Support, Apple, MAC, Service Desk, Active Directory, Cisco, HTML, SQL, Security, Sharepoint,  
access, training, testing Certifications/Licenses Computer Systems Technology Lively Technical  
Center CompTIA A+ 220-901 Present CompTIA A+ 220-902 Present Axelos ITIL Foundations  
Present Additional Information Technical Skills Software: Microsoft Office suit, Adobe Suit,  
Microsoft Windows XP, Vista, and 7. Windows Server 2003 and 2008. Linux Ubuntu. Sharepoint,  
MySQL, MSSQL Database management, PeopleSoft Tools, Oracle CRM, EzPublish.  
Troubleshooting: PC hardware, software, network, printer, and scanner experience

Name: Shawn Erickson

Email: christopherhunt@example.net

Phone: 8637344471