Windows System Administrator Windows System Administrator Windows System Administrator - SEH, Inc Madison, WI Work Experience Windows System Administrator SEH, Inc - Madison, WI April 2018 to Present   Support physical server environments for eight offices   Support end users with software and hardware needs   Upgrade user machines to Windows 10   Install and support complex modeling software such as AutoCAD Civil 3D and Bentley Microstation   Work with a team of administrators to keep the environment up and running Network and Systems Administrator Stop-N-Go, Inc - Madison, WI October 2012 to April 2018   Administer twelve virtual servers on two hosts utilizing Microsoft Hyper-V   Maintain Active Directory end-user accounts, permissions, and access rights   Support development and implementation of infrastructure upgrades   Upgrade and maintain 35 remote Cisco routers to ensure network connectivity of all remote locations   Assisted in making the Stop-N-Go network PCI compliant and worked to maintain compliance   On-site and phone technical support for 35 locations and the corporate office with employees of varying technical knowledge   Support Windows 7, Windows 8.1, Windows 10 desktop environments   Resolve LAN and WAN connectivity issues   Created PCI compliant wireless network at all locations utilizing Ubiquity Unifi Access Points   Upgraded all Cisco routers at remote locations to PCI compliant models and configurations   Upgraded DSL to cable internet connections at most locations   Rolled out a new, PCI compliant remote management system (Screen Connect)   Revamped Veeam Backup and Recovery schedule to optimize backup frequency within hardware limitations and created disaster recovery plans including utilizing a fireproof and waterproof NAS   Documented and consolidated the IT knowledge base   Protect our domain utilizing Symantec Endpoint Protection   Create and administer user mailboxes in Exchange 2010 SP3   Worked with TDS for smooth transition and support of VOIP service at corporate office   Researched and made recommendations for new Microsoft Server 2012 host for critical applications   Utilize Kali Linux to monitor and fix vulnerabilities in our network Best Buy - Madison, WI March 2010 to October 2012   Installed, configured and performed troubleshooting on new workstations, registers, and displays with intricate functionality   Ran cables throughout stores and made connections from terminals to Cisco switch   Scheduled, trained, and lead a team of 4 for implementing and maintaining

merchandising standards for area stores.   Worked as a liaison between these stores and district management Product Process Supervisor Best Buy July 2006 to March 2010   Trained, scheduled and evaluated up to 50 employees   Maintained inventory integrity, kept average loss to -.09% Maintained overall store appearance, arranged safe and efficient maintenance of store equipment Received Brad Anderson Legacy Award in January 2010 for having incredibly strong values and dedication to the company   Performed daily inventory counts and researched variances   Prepared paperwork and monitored annual store physical inventory   Served as President of the store Viewpoint Team which is a grass roots group responsible for store morale and employee engagement Education Associate of Applied Science degree in Applied Science Madison College Skills System Administrator, System Admin, Vmware, Active Directory, Linux

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