Consultant Consultant Consultant Fredonia, NY   A+ and Network+ Certified Systems, Security, and Software Administration Consultant with 10+ years of professional IT industry experience   Extensive experience with security policy managing user accounts and groups in Active Directory, as well as providing support for AD-related problems and issues   Experience creating User IDs, Roles, Groups, OUs, etc.   Proficient in Linux, Unix and Windows environments, combined with technical skills in Microsoft Office and strong working knowledge of VMware, TCP/IP, DNS, and DHCP protocols   Outstanding analytical and organizational skills, combined with strong attention-to-detail and multi-tasking   Excellent communication skill set, with demonstrated ability to interact with all levels of a team, project, and/or organization including experience providing support to Directors, Managers and Executives Work Experience Consultant Equinox Consulting - Fredonia, NY 2017 to 2019   Provided Remote Desktop support for small business clients   Created user ID's, roles, groups OU's etc.   Provided support for problems relating to Active Directory.   Installing, supporting, troubleshooting local and network printers   Installing, supporting, troubleshooting workstations   Routers, Switches, VOIP Desk Phones   Cisco routing, switching and VLAN administration   Access and Excel VBA programming   LAN/WAN administration   Video conference setup PHH Mortgage - Williamsville, NY 2015 to 2017   Installing, supporting, troubleshooting local and network printers   Installing, supporting, troubleshooting workstations   Routers, Switches, VOIP Desk Phones   Custom software support   Installed, configured, and supported O365   Managing user accounts and groups in Active Directory   Created user ID's, roles, groups OU's etc.   LAN/WAN administration   Citrix management   Video conference setup   Supported Skype   Windows 7 deployment Consultant Equinox Consulting - Fredonia, NY 2014 to 2015   Provided Remote Desktop support for small business clients   Created user ID's, roles, groups OU's etc.   Provided support for problems relating to Active Directory.   Installing, supporting, troubleshooting local and network printers   Installing, supporting, troubleshooting workstations   Routers, Switches, VOIP Desk Phones   Cisco routing, switching and VLAN administration   Access and Excel VBA programming   LAN/WAN administration   Video conference setup Technician Tele-Sec Computers - Jamestown, NY 2012 to 2014   Managed

software installation, security configuration and accounts via Active Directory   Managing user accounts and groups in Active Directory   Created user ID's, roles, groups OU's etc.   Provided support for problems relating to Active Directory.   Created user ID's, roles, groups OU's etc.   Installing, supporting, troubleshooting local and network printers   Installing, supporting, troubleshooting workstations   Routers, Switches, VOIP Desk Phones   Data recovery   Upgraded servers from Microsoft Server 2003 to Windows Server 2008 and 2012 Programmer Analyst HSBC - Buffalo, NY 2006 to 2008   Access database programming   Identifying business metrics and creating reports on them   Analyzing and refining existing reporting procedures   Creating ad-hoc reports as necessary   Analyze and document all reporting procedures   Coordinating process reviews with consultants   Responsible for program design, coding, testing, debugging, and documentation   Process automation   Developing SQL databases and writing applications to interface with SQL databases CRM System Administrator Zurn Industries - Falconer, NY 2004 to 2006 Used the McGraw-Hill Dodge Construction CRM system to identify projects relevant to our manufacturing services   Coordinated with sales, regional sales managers, and vendors local to assess project   Maintained ongoing tracking of these projects and provided updated information to sales and the regional managers as it became available   Provided plans, specifications and other technical information to engineering and regional managers as needed   Provided CRM system training to sales personnel, regional managers, and local vendors through personal instruction and webcast sessions   Provided WebEx support for training sessions and meetings Network Technician TechNet Computers - Jasper, TX 2000 to 2004   Networking and troubleshooting PCs, networks, internet connections   System and network administration   Built, installed and maintained a range of Windows-based clients and servers   Built and managed IDFs to clients specifications   Remotely administered servers and workstations   Managed the patching and continued maintenance of workstation environments that included Windows 2000 Server, Windows XP, Windows Server 2003   Upgraded clients and servers from Windows NT-based systems on a Windows NT 4 style Domain to Active Directory on Windows Server 2003   Built, configured and maintained Linux file, print and web servers that ran various services such as samba, Apache,

MySQL and PostgreSQL Skills Active directory, Cisco, Citrix, Vmware, Telephony Additional Information Technical Skills / Areas of Expertise   Windows Server 2008, 2012, 2016, 2019   Red Hat Enterprise Linux 5, 6, 7, 8   MS Office 2010, 2013, O365   Active Directory   VMware   Citrix   Cisco   SCCM   Scripting - bash, PowerShell   Access/Excel VBA Programming   VOIP Telephony

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