Systems Administrator Systems Administrator Systems Administrator - Britax Child Safety Concord, NC Hard Working, Driven IT Professional Looking for a New Opportunities Work Experience Systems Administrator Britax Child Safety - Fort Mill, SC December 2018 to Present Monitor and maintain all servers being used. ? Use powershell for Automation tasks to reduce time spent on tasks and improve efficiency. ? Create automated imaging solutions that allow new employee onboarding to move smoothly. ? Respond to any and all support tickets ? configure switches and firewalls ? plan out site to site VPN architecture and configuring routing between sites IT SUPPORT TECHNICIAN CORBAN PC - Huntersville, NC May 2013 to July 2018 Update, maintain, and repair Dell, Lenovo and various PC hardware vendors. ? Troubleshoot hardware and operating system issues using knowledgebase. ? Provide application installation and support. ? Provides on-site and remote IT Support. ? Assist remotely using LogMeIn Rescue ? All work is project based. NETWORK Support Technician Securly - Charlotte, NC September 2017 to January 2018 Remotely support all school's system who use Securly web filtering software. ? Use Zendesk to respond to and update tickets. ? Tickets involved Networking related issue. (helping configure firewalls, switches, etc.) ? Keep up to date with all tickets and keep communication lines open. NETWORK ENGINEER ALEVO USA, INC - Concord, NC October 2015 to September 2017 Design company network and segregate into smaller subnets ? Configure Procurve Switches (L2 & L3) for use in enterprise network (VLANs, SVI, etc.) ? Configure Comware Edge routers with ACL's and NAT commands ? Setup policies and other configurations on Palo Alto Firewalls ? Work with OSPF and Static Routes to setup effective routing ? Configure DHCP Scopes & Options in Active Directory ? Work with vendors to cable new areas ? Create and maintain Domain Group Policy Settings & User & Groups in Active Directory ? Provision and Deploy new Servers for company use. ? Work within Office 365 to setup accounts and maintain permissions ? Maintain and administer security policies for computers using Sophos Protection ? Respond to help desk tickets ranging from hardware / software issues to complex network issues ? Small IT team (me and 2 other guys) responsible for over 200 users. I see many different issues and tickets. FIELD SUPPORT TECHNICIAN TEKSYSTEMS - Concord, NC September 2014 to October 2015 Respond to telephone calls, email

and work order requests for technical support in a fast, friendly manner based on school location. ? Explain technical concepts to non-technical individuals such as teachers and other school officials. ? Provide Level 2 Support to end users on a variety of topics including but not limited to Windows 7 and 8, MS Office 365 & Related Products, Printers, and Mobile Devices (iPhones, iPads, Dell tablets). ? Worked with a variety of Laptop / Desktop Vendors (Dell, Google Chromebooks, Apple MacBook's), and Printer Hardware (Brother, Dell and occasionally Toshiba). ? Image, deploy and maintain both Mac and Dell PC's with standard images. ? Inventory and label all computers assigned to my schools. ? Use various tools such as Remote Desktop, VPN, Active Directory Administration to resolve various issues. ? Basic understanding of Network Protocols (TCP/IP, DHCP) PC TECHNICIAN TEKSYSTEMS - Salem, NC July 2014 to September 2014 Assisted with hospital wide EMR (Electronic Medical Records) system upgrade. ? Installed wall unit PC's in every patient room. ? Troubleshoot various devices (PC, Tablet, Printer). WINDOWS & DEPLOYMENT TECHNICIAN TEKSYSTEMS - Charlotte, NC December 2013 to June 2014 Install, maintain and monitor the operation of Desktop and Laptops. ? Troubleshoot basic hardware and operating system issues. ? Provides application installation and support. ? Inventory and move computers to and from various facilities. ? Migrate company Windows XP machines to Windows 7 Education Bachelor's Skills ACTIVE DIRECTORY, CISCO, DHCP, INFRASTRUCTURE DESIGN, NETWORK TROUBLESHOOTING, ORION, TCP, TCP/IP, VMWARE, DNS, NETWORKING, SOLARWINDS, WIRESHARK, Drivers, HTML, JAVASCRIPT, PYTHON, SCRIPTING, CSS, SECURITY

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