

Systems Administrator Systems Administrator Bel Air, MD Work Experience Systems Administrator  
Father Martin's ASHLEY - Havre de Grace, MD October 2018 to Present - Work with Active Directory to add and remove user, assign permissions, assign to groups, add/edit distribution lists  
-Create server and network documentation -Use monitoring tools on the network; Solarwinds, SpiceWorks -Work with Avaya Phone System -Work in Citrix Environments to support clients and servers - Work with Group Policy to edit network drive mapping policies, block software, block websites - Work with third party vendors like Fortimail/Forticlient VPN, Kaspersky, Symantec, Solarwinds to keep our network secure - Deal with day-to-day desktop support issues - Assist in upgrading the work environment from Windows 7 to Windows 10 - Pull and Push images to and from work stations through Paragon and SCCM - Perform server updates on every third week of the month IT Specialist Kohler Distribution Center - Edgewood, MD June 2017 to October 2018 - Increase operational readiness in the Distribution Center through the coordination of technical support efforts, stepping in to complete complex tasks before deadlines - Manage on-site installations by diagnosing systems and outages - Work with MMC and Active Directory to keep things running smoothly and assign permissions to many group users - Ensure network security by setting up VPN connections for supervisors and managers - Provide comprehensive desktop support to all workstations while supporting issues through a networked ticketing system - Push and pull images of Windows 7 and 10 - Perform preventative maintenance and repairs of equipment - Setup networks and cameras using switches, WAPs, cat5e/6, patch panels, IDF cabinets Hardware Specialist HH Gregg Distribution - Bel Air, MD January 2012 to April 2017 - Kept computers fully operational by replacing parts such as graphics cards, motherboards, SSDs, HDDs, RAM, Processors, power supplies - Performed cable management on PC builds - Performed clean installs and installed operating systems for customers - Download software that was requested by customers such as Office and anti-viruses - Performed security analysis and uninstalled compromised software when necessary - Troubleshoot and fix connectivity issues - Built PCs from the ground up for customized workstations Education Bachelor's in Information Technology - Computer Networks and Cybersecurity UMUC - Adelphi, MD September 2017 to May 2019

Associate in Information Assurance and Cyber Security Harford Community College - Bel Air, MD  
January 2015 to May 2017 Skills Active Directory, System Administrator, System Admin, Vmware,  
SCCM Assessments Technical Support Expert July 2019 Measures a candidate's ability to apply  
protocols to identify errors and solutions in order to maintain system function. Full results:  
[https://share.indeedassessments.com/share\\_assignment/2clt7eyydhjs8cyi](https://share.indeedassessments.com/share_assignment/2clt7eyydhjs8cyi) Indeed Assessments  
provides skills tests that are not indicative of a license or certification, or continued development in  
any professional field.

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