

Systems Administrator Systems Administrator Systems Engineer- Systems Administrator Burleson, TX Authorized to work in the US for any employer Work Experience Systems Administrator Crescent Real Estate - Fort Worth, TX June 2017 to Present Manage and maintain Windows desktop and server environment consisting of the following technologies: VMware, Win Server 2003, 2008, 2008r2, 2012r2, Win 10 Enterprise. AD, DNS, DHCP, Group Policy, Radius, WSUS, Bitlocker, SCCM, Intune Deploy PC workstations using imaging methods in WDS/MDT and Intune Manage network: Cisco Meraki, Juniper Manage Office 365 hosted Exchange and Sharepoint Manage Avaya IP Office phone system Escalation point for helpdesk IT hardware procurement Manage Cyber Security training systems Manage conference calling systems Hardware procurement

R&D Systems Engineer- Subject Matter Expert External IT August 2014 to Present Final escalation point for all support services. Along with previous S3 duties I am responsible for root cause identification for systemic issues, creating and upkeeping documentation for known issues/faq, training and continuing education for lower level engineers. External IT - Dallas, TX April 2012 to Present IT Support Engineer Level External IT July 2013 to August 2014 Level 3 IT support centered around high level application break/fix troubleshooting. Remotely supported via Vsphere: Totally virtualized server environment supporting over 10k end users across 6 data centers and mixed domains. Citrix Xenapp 4.5/5/6/6.5 app distribution backbone on Win 2003 and 2K8r2 servers. High level break/fix application troubleshooting, Group Policy management, AD management, Exchange management, Office 365 management via powershell/AD/Dirsync.

Assigned IT Support External IT April 2012 to July 2013 Dedicated IT support point of contact for one of our larger clients. I supported all IT related issues for a user base of ~200 people across 3 different networks/physical locations. I spearheaded their migration from server 03/Exchange to 08r2/Office 365. Executive Technical Support Sprint PCS - Fort Worth, TX July 2007 to April 2012 technical support for Executive and Regulatory Services Dept. Special project team of highest level technical agents. Small 6 member team. Resolve CEO and VP level customer complaints inside a 24 hour SLA Maintain 100% issue resolve for all customer accounts Investigate, troubleshoot, and resolve customer issues with network or hardware Administered technical training classes for other

agents and outside call centers Education Associate of Applied Science in Computer Networking Systems ITT Technical Institute - Arlington, TX March 2010 to December 2011 Skills Active Directory (7 years), Vmware (7 years), System Administrator (4 years), Windows Server (7 years), Windows 10 (7 years), Office 365 (7 years), WSUS (7 years), SCCM (2 years), Intune (1 year), System Admin Assessments Technical Support Highly Proficient June 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/oglm20uorzyuic14 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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