

Systems Administrator Systems Administrator Post Falls, ID Authorized to work in the US for any employer Work Experience Systems Administrator Amazon.com - Umatilla, OR September 2016 to April 2017 Perform work per ticket instructions, as assigned by Queue Master Replace faulty server, drive bay, and database hard drive, solid state drive, and other faulty hardware Perform isolation testing to determine root cause of system failures Perform deep dive investigation to determine resolution for issues with devices (hosts, switches, etc.) Perform fiber and copper line testing/troubleshooting to resolve link issues Procurement Operations Analyst Microsoft October 2015 to May 2016 10/15 to 2/16 Atos - 3/16 to 5/16 Allyis) Determine work priority by reviewing requests in project workflow Create and maintain relational database records, while maintaining data integrity and quality relating to Bill of Materials for discreet & full rack build outs Communicating with key shareholders and stakeholders, as well as suppliers and engineers to make sure that data quality aligns and is standardized across multiple platforms Working closely with a team to make sure that project deliverables are received on time with little to no deviation from the expectations Perform peer reviews on requests to maintain data integrity and quality Respond to questions or inquiries that fall within my scope of support Internal Site Auditor - Microsoft (Atos) - Columbia I/II/III Microsoft April 2014 to October 2015 Perform rolling audit of all assets and verify data accuracy against master data base Update data base either through GUI (web-based) or through direct data base requests (MS AX client) Creating and updating data base entries via excel saved values Submit tickets for changes/updates to GUI/data base - when necessary Utilize laptop with Serial connected WASP scanner Create/update/upload Microsoft Excel Workbooks to show data validation Perform specific audits requested via the ticketing system: ie: specific equipment, specific locations/racks, specific networking ports/usage, and if necessary cable-trace audits In addition, I may be called on to fulfill Data Center Technician II duties at any time, if needed. Data Center Technician II Microsoft (Atos) - Columbia Data Center April 2013 to April 2014 Asset Management (receiving/inventory control/shipping/RMA processing/disposal/updating resource consumption records/updating asset tracking records) Deployments (device rack and power/power, copper, & fiber cable installation/testing/certification

and management/pre-image configuration/decommission (including LBI, MBI, HBI data eradication methods/handling requirements Break/Fix (trouble-ticket processing/troubleshooting & resolving issues/complete property requests ie: power cycle, check physical issues and/or readouts, replace failed hardware, troubleshoot network connectivity/Remote Desktop Protocol/Microsoft Terminal Services Console/iLO connectivity, fulfill Rehome/VLAN change requests, device rebuild/OS reinstall requests) Receiving Associate Walmart July 2012 to April 2013 Resident Disc Jockey November 2008 to April 2013 Vice President & Showroom Manager KR Kitchen & Bath April 2011 to January 2012 Location closure) Digital Team Lead - Acting Amazon.com September 2006 to March 2009 Assistant Manager Pizza Hut Inc July 2005 to September 2006 Customer Support Representative Pizza Hut Inc September 2005 to January 2006 Resident Disc Jockey New Rainbow Club West July 2004 to September 2005 Customer Service Representative New Rainbow Club West January 2005 to April 2005 Frontline Help Desk Technician, Client Logic DSL/Home Phone Networking October 2003 to December 2004 Troubleshooting and setup of DSL high speed internet access Troubleshooting, and setting up DSL/Home Phone Networking for up to 4 Personal Computers based on wired & wireless router technology Assisting installation technicians with common installation problems via telephone support Answering customer questions, as well as locating services or products that could satisfy the customer's future needs Assisting customers using an online chat assistance program. Inside Manager Putt-Putt Golf June 2002 to September 2003 Manager On Duty Ice Arena Mall Of Memphis 2001 to 2002 Level 1 Help Desk Technician Stream International for Dell Desktop Support July 2000 to July 2001 Training new technicians on the software and trouble-shooting interface I.T. project resource (ghosting computers, installing updates, etc.) Involved in test of new trouble-shooting software pilot program Education High school or equivalent Skills Networking (6 years), Windows (10+ years), Linux (1 year), Data Center (6 years), System Administration (6 years), System Admin, System Administrator Certifications/Licenses CompTIA A+ CompTIA Network+ February 2018 CompTIA Server+

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