

Systems Administrator Systems Administrator System Administrator since Jan 2016 Albuquerque, NM Seeking to benefit an IT department with complex technical knowledge and IT skills. Enjoys troubleshooting and finding creative solutions. Authorized to work in the US for any employer Work Experience Systems Administrator The Advantage Group - Albuquerque, NM January 2016 to Present 87110 Final point-of-contact for users when they experience problems with the network, PC s, VPN, printers, PC software and VOIP phones. Install, upgrade and monitor software and hardware. Maintain the operating systems, security tools(Malwarebytes), web-servers, email and all hardware not limited to PC s. Developing organizational security procedures on active directory, payment gateways, VPNs etc. Customer Service Rep 1800 FLOWERS TEAM INC SERVICES - Carle Place, NY November 2010 to January 2016 11514 ASSIST CUSTOMERS IN ANY ISSUES THEY HAVE WITH THERE ORDER AND TAKE ORDERS. ALSO I MUST KNOW THE SYSTEM I'M USING TO BE ABLE TO DO THIS IN A TIMELY MANNER WHILE WORKING WITH MULTIPLE PROGRAMS AT THE SAME TIME. NDI Air Force - Moody AFB, GA June 2005 to July 2010 This job involved a lot of attention to detail, but fun non the less learning eddy currents, penetrant testing and other useful skills to carefully examine for any defects on aircraft parts. Education Vocational in Inspection Technical or Vocational - Pensacola, FL June 2004 to June 2005 Skills Call Center (9 years), Customer Service (10+ years), CSR (6 years), Customer Care, Active Directory (3 years), System Administrator (3 years), System Admin (3 years), Microsoft Office (10+ years), VPN (3 years), Network Administration (3 years), Desktop Support (5 years), Excel (10+ years) Certifications/Licenses HIPAA January 2016 to Present HIPPA Readiness Training Professional Collection Specialist August 2018 to August 2021 Professional Collection Specialist FDCPA January 2013 to Present FDCPA Essentials for collectors training Assessments Customer Service Skills Proficient October 2018 Measures a candidate's skill in evaluating approaches to customer service & satisfaction. Full results: https://share.indeedassessments.com/share_assignment/yvktmq-pwtobhhxh 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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