Support Specialist II Support Specialist II Phoenix, AZ Hardworking, dedicated, and success driven individual who continually demonstrates initiative and ingenuity is seeking a challenging technical position with growth potential; the ideal position will provide an opportunity to utilize customer service experience, technical training, and business knowledge while providing your organization with creative problem solving, multi-tasking, and excellent productivity. Work Experience Support Specialist II American Technology Specialists - Tempe, AZ April 2018 to Present I provide daily IT management of GSAZ (Girl Scouts of Arizona) Create daily schedules for the IT dept. Highlighting and addressing high priority action items and client administrative priority requests for over 175 users. Managed Connectwise ticketing service request portal management project. Planned and systematically deployed district wide client portal access and integration. Created end-user How To documentation, as well as provided onsite assistance. Created, implemented and provided daily monitoring, preventative maintenance and documentation on the status and health of priority network devices. Deployment and configuration of Cisco, Openmesh, Mitel, VMWare devices. Configured device WAN settings, firewall configuration, port forwarding, VPN access, traffic shaping policies and dhcp settings/options. Managed and maintained client Windows servers, from 2003, 2008, 2012 2016. Performed all Active Directory tasks from end user management, device domain enrollment, group policy management and OU management. Worked closely with Administration daily to ensure full technological support. Manage all IT, supporting Wireless, VOIP, Internet, Audio\Video Conferencing infrastructure. Computer Network Technician IC Data Communications LLC - Detroit, MI 2012 to 2018 Supervise a team of five (5) technicians Schedule technician visits with clients Manage client accounts by interfacing with them to address technical and business concerns Configure and troubleshoot client networks (Small business, K-12 school districts) Building and maintaining 2003, 2008, 2012 Windows servers Adding, deleting, and modifying Active Directory, Group Policy Configuring and troubleshooting Routers Cisco 800 series, 5500 and 5505 ASA's, Linksys 24 and 48 port switches (1900, 2500, 3500) Built and maintained Virtual network environments (VMWare, ESXi) Patched wire and pulled cable (Coaxial, Cat5, Cat6) Configured and installed switches and routers (Cisco,

Linksys)   Maintained and backed up servers (Acronis, Arc serve, NT Backup)   Repair and built computers, Desktop support   Setup, configured and repaired printers (Xerox, Ricoh, Fiery) Google Apps Administrator (clients from Exchange   Clients included Next Energy, Tech Town, and Walker-Miller)   Video surveillance setup cameras, configured DVRs, remote access   Audio/Video - setup home theater systems   Telephony/Communications - VOIP Allworx, Cisco, Clear rate Computer Network/Field Technician Tech Enterprises - Saint Clair Shores, MI 2011 to 2012 Technical (Hardware/Software Applications)   Desktop/Laptop Service Repair Technician (Windows/Mac) Virus/malware, Email   Network Support Technician (Wireless lan, Wan, Windows servers, linux, Vmware)   Serviced Client Networks (Supported client technology needs, Network Design, Infrastructure support, Desktop help support, Remote support) Systems Administrator Precision Fiber LLC - Detroit, MI 2010 to 2011 Managed Networked Video Surveillance Systems at the Detroit Medical Center Hospital   Maintained 100+ PC based DVRS   Ensured network connectivity between all network devices   Maintained the performance and integrity of systems (EYEMAX, BOSCH)   Installed and configured camera software (EYEMAX)   Responsible for system checks and upgrades   Formatted, cleaned and replaced hard drives (SATA, IDE) Interacted with all levels of management Education University of Arkansas at Pine Bluff - Pine Bluff, AR 2005 to 2006 South Lake High School - Saint Clair Shores, MI 2001 to 2005 Skills Active Directory (10+ years), Cisco (10+ years), Exchange (10+ years), linux (5 years), VOIP (10+ years) Certifications/Licenses A+ Certified January 2010 to Present Network + January 2010 to Present Cisco SMB - Specialization for Engineers April 2015 to Present Cisco SMB - Specialization for Account Managers April 2015 to Present Additional Information Technical Skills: Implementation, management and support of Windows servers 2003-2012.   Knowledge and experience of DNS, DHCP, VPN, VLAN, VOIP, AD, GPO.   Proficient in Implementation, management and support of cloud services such as AWS, Google Apps Services, Office365, Cisco Meraki Management Console, VOIP services, Unifi.   Proficient in network deployment and management.   Proficient in configuration and implementation of Cisco enterprise routers and switches.   Expertise in Windows XP, 7, 8, 10, Chrome O/S, Mac OSX   Experience with WAN related services.   Experience with

VMware.   Experience with end user related software such as Citrix, Quickbooks, Peachtree, O365, Google services.   Expertise in hardware and software support.   Experience with remote management software such as Labtech, Ninja, and Auvik.

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