

Systems Administrator III Systems Administrator III Systems Administrator III - Deckers Outdoor Corporation Flagstaff, AZ 7 years of IT experience, including 2 years supervising Operations team Experienced in training new employees on department procedure and system infrastructure Consistently recognized for excellent customer service and self-motivation Managed 4+ projects ranging from \$10,000 to \$15,000 simultaneously Strong interpersonal and communication skills related to customer service and team leading Quickly learn new technologies and systems Authorized to work in the US for any employer Work Experience Systems Administrator III Deckers Outdoor Corporation - Flagstaff, AZ 2014 to Present Deployed 2 instances of VMware View Host environments to deliver virtual desktops to Call Center employees Managed Security Certificate and DNS systems for all Ecommerce Operations Maintained, configured and provided support for front and backend Content Delivery Network systems and Web Access Firewalls Administrator for five instances of Salesforce Business Manager housing 5 brands internationally Coordination of network, information security, and development teams to deploy, configure and troubleshoot ecommerce websites and order management systems Served as liaison between Deckers and web application partners to maintain support cases, platform stability, and configuration changes Organized server maintenance schedule and off hours support systems Supervised and trained 8 new Operations team members on department procedure and system infrastructure Created 12+ documents per year covering network designs, environment configurations, and How To articles Implemented processes and procedures to daily operations providing a cost savings estimate of \$10,000 per year User account administration for Active Directory, Microsoft Exchange, Atlassian, Salesforce Commerce Cloud, and other 3rd party systems Trained all new employees, both call center and business office, on basic computer operations, best practices, and support ticket creation

Managed imaging, inventory, and deployment of Apple and Windows devices Helpdesk Technician Coconino Community College - Flagstaff, AZ 2012 to 2014 Provide assistance to students and staff with technological issues including password resets, software operation, and hardware relocation at both campus locations Assisted with imaging and deployment of Windows laptops and desktops Piloted Windows tablet program for helpdesk team to assist user at their

desk or in classrooms Scheduled and configured video conference sessions for classes taught in Flagstaff and displayed for students in remote locations across northern Arizona Seasonal Intern Coconino County Information Technology Center - Flagstaff, AZ June 2013 to August 2013 Answered calls for technical assistance from county employees and created work orders for tier 2 support teams Imaged and deployed new desktop computers to 4 county departments Organized the proper disposal of 50+ outdated systems on a time sensitive schedule Education A.A. in Psychology in Psychology Education Coconino Community College - Flagstaff, AZ December 2014 Links <https://www.linkedin.com/in/gabriel-manci-240a8a13a>

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