

Systems Administrator Systems Administrator Systems Administrator - Charity Technology  
Sacramento, CA To obtain a position in my field of studies. Authorized to work in the US for any  
employer Work Experience Systems Administrator Charity Technology - Citrus Heights, CA 2011 to  
Present Hardware and Software installation, configuration, and troubleshooting Active Directory,  
Exchange Profiles, Permissions and Distribution Lists Etc Provides intermediate level remote  
assistance and support on desktop and office automation products such as: Microsoft Office Excel,  
Word, and Outlook, Internet, Microsoft Windows, personal computers, laptops, remote access, and  
printers TCP/IP Network Configurations, Troubleshooting Networks - Routers & Firewalls  
Microsoft Office and Various Security Suites Includes Special and Personalized Software  
Consults, Recommends, and Provides Insight, Knowledge and Educate Business and Home Users  
Network Administrator GMAC - Sacramento, CA 2010 to 2011 Install, configure and update  
software (virus protection, JAVA, Microsoft Office and WinFiles), Operating Systems (Server, XP,  
Vista and Windows 7) Hardware storage and memory Create user accounts for new employees  
including profiles and permissions Remove user accounts of terminated employees, ensuring that  
all files are protected Mapped networks to increase efficiency Research and recommend  
hardware and software needed to improve systems and business needs Technical Support  
Representative Dish Network/EchoStar - El Paso, TX 2009 to 2010 Provided remote support to  
customers and other I.T. Members configuring, trouble shooting, and integrating applications and  
network products in a multi vender environment Documenting incidents, written instructions, and  
notating detailed relevant information on accounts Network Analyst PRIDE Industries - Roseville, CA  
2009 to 2009 Maintained, configured, mapped and troubleshot networks to ensure they were  
secure and running properly Utilized Windows Services (Active Directory) to create groups for  
various departments. This ensured that all members of the department had the same standardized  
permissions. Edited permissions for Department Managers as necessary Education Bachelors in  
Applied Arts Sacramento State University - Sacramento, CA June 2012 Associate in Applied  
Science in Information Technology Heald College - Roseville, CA July 2010 Skills testing, Active  
Directory, HTML, Security, Active Directory, Cisco Certifications/Licenses CompTIA A+ Additional

Information Technical Skills: Knowledge of networking standards, protocols, services, and resources. Provide technical support in person or over the phone. Configure common network services. Troubleshoot hardware and software issues Comptia A+ Certification

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