IT Consultant IT Consultant IT Consultant New York, NY System Administrator, IT Consultant with [10+] years experience administering macOS and Windows enterprise environments Work Experience IT Consultant INVNT - Manhattan, NY April 2019 to June 2019 * Spearheaded Apple deployment project to upgrade obsolete iMac / MacBook Air / MacBook Pro devices * Filled IT service gap and supported Apple (macOS Mojave 10.14.5) computing environment utilizing Adobe Creative Cloud apps - Acrobat Illustrator InDesign Photoshop Android AT&T CrashPlan Dropbox Professional G Suite iCloud iOS iPhone IT Glue Jamf PRO MacBook Pro Meraki Microsoft Office 365 Slack Sophos TeamViewer Zoom: Video Conferencing * Performed onboarding and trained new hires on macOS systems and Microsoft Office 365 applications Technical Support Specialist Brookfield Asset Management - Manhattan, NY January 2019 to February 2019 * Provided executive level (C-Suite) technical support for daily computer operations and IT projects in a complex computing environment Android iOS macOS Windows 7/10 Video Conferencing * Followed ITIL incident, problem and change management processes to configure, troubleshoot, upgrade and maintain Brookfield client's workstations, printers, wireless devices, handheld devices and peripherals * Coordinated with IT team and 3rd party vendor support groups to effectively resolve incidents & requests IT Consultant Robert Half Technology - Manhattan, NY November 2018 to December 2018 * Supported the Paris-New York 2018/19 M tiers d'Art CHANEL show event management team * Provided executive support to VIP clients in & out of the CHANEL offices iOS macOS Windows * Coordinated non-standard technology requests and provided visibility to senior IT management Systems Administrator, Consultant Walgreens Boots Alliance - Manhattan, NY April 2017 to August 2018 * Acted as interim IT Manager responsible for development and implementation of global IT driven policies * Administered Windows Server 2012 R2 environment - Active Directory AirWatch Carbonite Dell iOS Lenovo macOS McAfee Office 365 SCCM VMware Windows 7/10 Verizon Wireless * Facilitated NYC Active Directory domain migration (integrated US support office into global domain) * Spearheaded US IT initiatives including upgrade of existing network infrastructure ASA 5555-X firewall Catalyst C3850 switches Windows Server 2012 R2 Wireless APs VPN - BT Pulse RAS deployment IT Consultant Robert Half Technology - Manhattan,

NY September 2016 to January 2017 * Administered Windows Server 2012 R2 environment - Active Directory Android Backup Exec HP iOS Lenovo LG McAfee Microsoft Exchange 2010 Office 2010 T-Mobile Windows 7/10 * Provided executive level (C-Suite) technical support for daily computer operations and IT projects Systems Administrator New York State Nurses Association - Manhattan, NY September 2013 to June 2016 * Cultivated business relationships between IT vendors and managed service providers to successfully implement computing and network infrastructure initiatives of expanding organization 500+ users * Administered Windows Server 2008 R2 environment - Active Directory CUCM DHCP DNS Group Policy Hyper-V Microsoft Exchange Online Symantec VMWare ESXi 5.0 vSphere * Android AT&T Backup Exec Blackberry Bomgar Dell HP iOS iPhone 5/6 MacBook Mac OS X Mobile Device Management Microsoft Office 365 Verizon Wireless Windows 7|10 Deployment Specialist, Contractor NYC Health and Hospitals Corporation - Manhattan, NY May 2012 to August 2012 * Evaluated and tested Oracle Enterprise Single Sign-On application and development procedures used to verify application functioned according to user requirements and conformed to establishment guidelines * Trained 2000+ application users and responded to reports of application issues in multiple locations IT Contractor The New York Times - Manhattan, NY October 2009 to April 2012 * Spearheaded the New York Times newsroom Windows 7 deployment project - utilized & tested software packages via Altiris 6.9 DS to identify, patch, retrieve & upgrade 1000+ workstations * Facilitated enterprise-wide migration of Lotus Notes to Microsoft Outlook 2010 1000+ clients * Provided level 1.5/2 technical support and training on end user computing devices - including desktops, laptops, printers and mobile devices via ITIL incident, problem and change management process * Interacted with business end users, service desk, engineering, IT information security, technology stack management, vendors & technology providers within a complex, fast paced business environment Education A.S in Business Administration LaGuardia Community College January 2009 Skills Android, Ios, Ipad, Iphone, Active directory Certifications/Licenses CompTIA A+ Additional Information SKILLS   Administered large & small corporate network systems utilizing - Active Directory Adobe Acrobat Adobe Creative Cloud AirWatch Altiris Android Apple Avaya Azure Backup Exec Barracuda BES Blackberry Bloomberg

Bomgar Carbonite Cisco Citrix ClickShare CompTIA A+ certified CrashPlan Crestron DameWare Tools Dell Dropbox Professional Excel FileVault G Suite GoToAssist Group Policy HP IBM iCloud IGEL iMac iOS iPad iPhone ITIL iTunes Jabber Jamf Lenovo MacBook Air/Pro Mac OS X macOS McAfee VirusScan MICROS Tradewind POS Microsoft Exchange Server - Online 2010 Microsoft Office - 365 2016 2013 2010 Microsoft Windows Professional - 10 8 7 Vista XP Microsoft Windows Server - 2012 R2 2008 R2 Mojave 10.14.5 NAS OneDrive Outlook PCAnywhere Photoshop PowerPoint PowerShell Project Raiser's Edge Remedy RIM RSA Salesforce Samsung SCCM ServiceNow SharePoint Skype for Business Slack Symantec Endpoint Protection Teams TeamViewer Visio VMware ESXi VNC VPN vSphere WebEx Websense Word Xerox Zoom: Video Conferencing

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