

Systems Administrator Systems Administrator Systems Administrator - NORTH AMERICAN RISK SERVICES Lake Mary, FL Fast learning and self-motivated IT Pro / Team Lead / Sys-Admin with success across a diversified range of Information Technology specialties, seeking long term career with growth opportunities within a stable organization. Works well independently or as part of a team. Proven track record of success in completion of projects, implementations, platform roll-outs, infrastructure change and design. Years of experience in customer service transformed through years of providing world class systems and technological expertise. Core Competencies Include: Windows Server 2003 - 2016, Windows XP 10, Active Directory, AWS, vSphere 6.0, Office 365 w/ ATP, DNS, DHCP, GPO, Network Design and Troubleshooting, TCP/IP, Cisco Meraki, Cabling and Patching, MaaS360 MDM, VoIP with eFax, Exchange, SCCM, WSUS, LDAP, Powershell, Kaseya, Labtech / ConnectWise, G-Suite for Business, Malwarebytes Endpoint Protection Authorized to work in the US for any employer Work Experience Systems Administrator NORTH AMERICAN RISK SERVICES - Altamonte Springs, FL November 2018 to Present Primary VoIP and Network administrator - Nextiva -> Ring Central transition & Cisco/ SonicWall -> Meraki transition. Network administration using a combination of Meraki, Cisco, Barracuda and SonicWall appliances. Primary Okta Administrator One of two primary PoCs for Active Directory and Office 365 administration Deployed TeamViewer, Malwarebytes, FreshService agent, etc. via PDQ Deploy Ticket escalations Senior IT Analyst CLUB ASSIST US LLC - Lake Mary, FL June 2016 to November 2018 Active Directory and Office 365 administration (Previously Exchange 2010) & migration MDM administration using MaaS365 and Meraki Systems Manager Primary VoIP Phone admin using Fidelity / Netfortris / Ring Central Network Infrastructure design Meraki MX / MS / SM Conference Room AV Design / Setup Participant within Migration Team (vSphere -> AWS) Solutions Engineer DELOITTE CONSULTING, LLP - Heathrow, FL April 2015 to June 2016 Service Desk team-lead for .NET application used by DoD PoC for PMO regarding support, bug fix communications, release deployment, and release notes Level 2 application support and Level 3 ticket triage. Provide assistance and technical training for Level 1 and Level 2 Helpdesk Agents Work directly with Development (Level 3) to create solutions to software bugs and monitor with JIRA

Modify and Run SQL queries to create custom reports as per PMO requests    Software testing and some QA of new releases    Generate Weekly / Monthly team reports for project leadership

Technical Support Analyst - Tier II/ Tier III CUTTING EDGE NETWORK TECHNOLOGIES - Orlando, FL November 2013 to April 2015 Provided remote end user support to users at over 50 different business (law firms, medical offices, accounting firms, real estate firms, specialty pharmacy, etc.).    Supported both software and hardware issues related to laptops, desktops, servers, smart phones, IP phones, printers, and various LAN/WAN/Wi-Fi issues    Responsible for initial configuration / imaging of all computers sold    New account creation within AD, Exchange, IceWarp Pop Email, GE Group Management, and Exchange Online IT Support RESERVATION SERVICES INTL / RSG TECHNOLOGIES - Winter Park, FL August 2012 to October 2013 - Tier I / Tier II    Provided End User Support for both call center (approximately 100) and remote service agents (approximately 40) in regards to computer, phone, printer, software, networking and any other electronic-based issue that may arise    Creation of New Users and User Management within proprietary web based CRM systems, Active Directory, Google Apps for Business, Fonality VoIP, Dialing Innovations VoIP    IT Helpdesk - Supporting and assisting users in a sometimes (15% of the time) BYOD environment    Ethernet Cabling - Troubleshooting, Re-Patching, Testing, Running Cleaned and cleared machines of infections by using Kaspersky Anti-Virus, Malwarebytes, and CCleaner    Set up, installed and managed multiple wireless access points (Cisco small business) Maintained up to date Windows Images using Image X and a PXE server IT Help Desk Support MASSEY SERVICES INC. / MIDDLETON PEST CONTROL - Orlando, FL March 2009 to August 2012    End User support ranging from Entry to Executive level users for approximately 1200 employees    WYSE Thin Client Configuration    System Imaging / Troubleshooting / Installation    IT Helpdesk - Handled first tier tickets for the corporate office in addition to 96 remote service centers Placing departmental orders, invoicing, expense documentation and filing with accounting department    Migration from XP environments to Windows 7 Education B.S of Political Science in Pre-Law UNIVERSITY OF CENTRAL FLORIDA - Orlando, FL December 2005 Skills Windows Server (10+ years), Active Directory (10+ years), Vmware (6 years), Office 365 (6 years), TCP/IP

(10+ years), DNS (6 years), Dhcp (6 years), Network Administration (7 years), System Administration (7 years), VOIP (7 years), Project Management (7 years), Linux (2 years), Exchange Server (6 years) Links <http://linkedin.com/in/ianlachowicz> Certifications/Licenses CompTIA A+ June 2013 to June 2021 CompTIA Network+ September 2015 to June 2021 CompTIA Security+ June 2015 to June 2021 CMNO December 2018 to Present

Name: Daniel Savage

Email: jonesmarc@example.org

Phone: 946.592.5980x8078