

Systems Administrator Systems Administrator Systems Administrator - Kirshenbaum Bond Senecal + Partners LLC New York, NY Work Experience Systems Administrator Kirshenbaum Bond Senecal + Partners LLC - New York, NY January 2018 to Present Data backup management, monitoring and troubleshooting Perform daily audits of antivirus reports, OS patching, domains, and SSL certificates Improved end user technical experiences by designing and implementing solutions and improvements to existing infrastructure Provide Tier III and IT Disaster Recovery support when necessary Develop / contribute to and maintain systems standards for installation, configuration, and operational procedures Perform monitoring of networks and systems to minimize impact of downtime to the business and to improve performance IT Systems Manager / Systems Administrator Genius Media Group Inc - Brooklyn, NY March 2016 to January 2018 Improve wired and wireless network reliability and performance through ongoing troubleshooting and reconfiguration Enhance data security by implementing company-wide Multi-Factor Authentication policy for email accounts Provide daily audits of deployed hardware, conference room equipment, and printers Perform administration and configuration of keyless access control and video intercom system Assist HR with new hire onboarding, training, and termination Helpdesk Engineer StellaService, New York, NY Served as single point of contact for all technical support tickets Handled troubleshooting with LAN/WLAN connections Ensured shared data was backed up and remained accessible Tested and rolled out OS patches and updates Genius Apple Inc - New York, NY August 2015 to January 2016 03/2014 - 08/2015 Provided triage, troubleshooting, repair and general technical support of software and hardware related issues on macOS and iOS devices Collaborated with management and colleagues to lead new employee and customer service initiatives, and improve net promoter scores Education Bachelor's in Computer Systems Technology New York City College of Technology - Brooklyn, NY 2014 Skills Android (2 years), Deployment (Less than 1 year), Imaging (2 years), Inventory (Less than 1 year), Network Connectivity (3 years), System Administrator, System Admin, Active Directory Additional Information TECHNICAL SKILLS GSuite Administration macOS Administration iOS and Android Device Support and Troubleshooting Network Connectivity Troubleshooting System Imaging and Deployment Apple Certified Macintosh

Technician (ACMT) 2015 OS X and Hardware Inventory and Asset Management

Name: Emily Singh

Email: myersmichael@example.net

Phone: 4593967957