

Information Systems Consultant Information Systems Consultant Information Systems Consultant - United Regional Health Care System Geronimo, OK Work Experience Information Systems Consultant United Regional Health Care System - Wichita Falls, TX August 2019 to Present Performing a 3 month contract to configure, install and troubleshoot PCs, peripherals and network in new construction System and Network Administrator Jim Koons Management Company - Vienna, VA September 2015 to April 2019 Provided support for upwards of 2,500 users and 2,000 PCs ? Performed vulnerability assessments on 23 car dealerships using Kali Linux ? Built and maintained multiple log analytic servers running Ubuntu Linux ? Personally managed six new and used car dealerships (Toyota (2), Chevrolet (2), Ford, and Mercedes- Benz) ? Managed learning and teaching team members in the use of new technologies ? Configured and maintained firewalls, routers, switches and network connected devices to be deployed throughout the company's environment ? Incorporated Raspberry Pi 3B+ devices for remote management devices ? Facilitated CyberSecurity regarding email hacks and ransomware attacks ? Isolated infected PCs ? Located and obtained decryptor key ? Recovered vital data and documents Lead IT Help Desk Technician Symphony Solutions - Cockeysville, MD September 2014 to September 2015 Am Assistant Manager for a team of 6, and act as liaison with LifeBridge Health IT Systems ? Configured 1500+ PCs and All In One Computers throughout Sinai, Leventdale, and Northwest hospitals o Reimaged systems and manipulated active directory as necessary o Installed appropriate drivers, software, and peripherals o Deployed PCs (backing up files, tweaking configurations to user preferences, and fielding/addressing complaints) o Configure and troubleshoot printers as necessary o Removed used hard drives for destruction o Assisted LifeBridge IT Department when necessary Client Service Coordinator BusinessSuites - Columbia, MD 2009 to 2013 Began as a part time receptionist responsible for client switchboard operations for up to 60 client companies ? Evolved from a primarily customer service role to a technical support role supporting all offices in the region while providing technical training to other Client Service Coordinators using TeamViewer ? Liaison between clients and technical service companies, including after hours and weekend ? Maintained networks for clients and local centers using various

brands of switches such as Linksys and Cisco ? Coordinated physical firewall maintenance with independent contractor ? Built client trust by researching solutions to prevent the loss of key accounts Education High school or equivalent Centennial High School - Ellicott City, MD August 2000 to May 2004 Skills Active directory, Cisco, Computer operations, Firewalls, Networking, Tcp/ip, Tcp, Vmware, Vpn, Linux, Internet explorer, Technical support, Mozilla, Netscape, Security, Bios, Ftp, Comptia, Android, Ios Assessments Technical Support Highly Proficient June 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/vjnmn-ie2sh-jmjh](https://share.indeedassessments.com/share_assignment/vjnmn-ie2sh-jmjh) Basic Computer Skills: PC Expert June 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: [https://share.indeedassessments.com/share\\_assignment/2mdaueot2-swpwfa](https://share.indeedassessments.com/share_assignment/2mdaueot2-swpwfa) Supervisory Skills: Directing Others Familiar June 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/zelvcksw1z2sp-js](https://share.indeedassessments.com/share_assignment/zelvcksw1z2sp-js) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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