

IT Supervisor / Systems Administrator IT Supervisor / Systems Administrator IT Supervisor / Systems Administrator Pleasant View, UT Motivated IT Specialist with over 10 years of help desk and systems administration experience. Recognized for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organized with excellent leadership and team building record. Work Experience IT Supervisor / Systems Administrator Fresenius Medical Care North America - Ogden, UT August 2016 to June 2019 Led a team of 3 IT specialists resolving on average 20-30 help desk tickets per day across enterprise, supporting 3,000 users and 1,200 end nodes Oversight of 30 virtual and physical servers including large enterprise and business-critical applications Played a key role in supporting network operations, including 60 Cisco edge switches, 40 intermediate distribution frames, and 5 main distribution frames Spearheaded efforts to collaborate with software development team to design and implement an asset inventory and tracking system resulting in a cost savings of \$6,000 to \$10,000 a month Project manager and lead for access control and video management solution totaling \$100,000 Proactively collaborated with outside vendors and cross-teams on projects Associate Systems Administrator Fresenius Medical Care North America - Ogden, UT January 2015 to August 2016 Oversight of 10 servers and various network appliances Supported network operations, including oversight of Microsoft Active Directory, DHCP, print management, among others Provided help desk support to 3,000 users and 1,200 end nodes Contributed to team efforts by providing Tier 2 technical support for escalated issues Protected company reputation and built loyal client base by working relentlessly to resolve problems and improve customer satisfaction Submitted recommendations regarding infrastructure overhauls Delivered exceptional customer service by adhering to company core values and strong work ethic Desktop Support Administrator Fresenius Medical Care North America - Ogden, UT June 2007 to January 2015 Oversight of 800 end nodes, effectively supporting 2,000 over a campus comprising 1.5 million square feet of work space Deployed on average 30-60 PCs per month Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service Delivered an exceptional level of service to each customer by listening to concerns and

answering questions   Improved job tasks and mentored junior team members on best practices and standards   Directly responsible for help desk operations, including both local and remote users and end nodes   Supported business-critical applications Education Associate of Applied Science in Applied Science ITT Technical Institute - Murray, UT Bachelor of Science in Criminal Justice Weber State University UT Skills Budgeting, Forecasting, Problem solving, Active directory, Dhcp, Vmware, Symantec, Asset management, Procurement, Microsoft windows, Windows 10, Acceptance testing, Documentation,   Maintain   documentation   Links   <http://www.linkedin.com/in/nathanwadman> Certifications/Licenses CompTIA A+ Present Microsoft Certified Desktop Support Technician Present

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