IT Support Engineer IT Support Engineer Systems Administrator/ IT Specialist Kenmore, WA I am looking for a Systems Administrator/Systems Analyst position in which I can gain more experience and learn new skills. I am interested in learning SQL/Database Administration. Authorized to work in the US for any employer Work Experience IT Support Engineer CW Title & Escrow - Bellevue, WA December 2017 to Present Systems Analyst Microsoft - Managed Lab Services - Redmond, WA November 2016 to November 2017   Creating tickets within the established ticketing system to address customer calls, data center facility, network and/or system related alerts.   Working with customers, systems engineers, and management to communicate ticket status and complete service requests.   Hardware and software configurations and installation of managed products. Managing the ticket queue in accordance with SLA   Hardware troubleshooting procurement and repairs. (HP, DELL)   OS troubleshooting, imaging and patching. (Windows Server 2008 and 2012)   Storage and RAID configurations   Adding Users, Objects, Organizational Units in Active Director   Troubleshooting Active Directory, DNS, and DHCP issues Systems Analyst Microsoft - Managed Lab Services - Redmond, WA June 2015 to January 2016 Responsibilities Centralized point of contact for those who fall under the "Managed Labs" support model. Working with external MLS customers as an internal MLS Lab technician supporting multiple datacenters, assisting with ticket creation, sending out notifications and providing on-site and remote assistance.   Creating tickets within the established ticketing system to address customer calls, data center facility, network and/or system related alerts.   Working with customers, systems engineers, and management to communicate ticket status and complete service requests.   Hardware and software configurations and installation of managed products.   Managing the ticket queue in accordance with SLA   Hardware troubleshooting procurement and repairs. (HP, DELL)   OS troubleshooting, imaging and patching. (Windows Server 2008 and 2012)   Storage and RAID configurations   Adding Users, Objects, Organizational Units in Active Director   Troubleshooting Active Directory, DNS, and DHCP issues Datacenter Support Zones@Microsoft - Redmond, WA March 2014 to June 2015   Racking and Stacking Servers   Completing power, network, KVM, and fiber connections from switches to servers and performing cable management.   Relocating server equipment into applicable rack

locations. Upgrading server hardware and configuring BIOS and RAID settings after equipment installation. IT Support Northwest Security Services - Seattle, WA April 2013 to August 2013 Security Officer Northwest Security Services - Seattle, WA February 2005 to August 2013 Computer Sales and Repair Circuit City November 2004 to February 2005 Education Bachelor's of Science in Information Technology Western Governors University 2014 to Present Information Technology Edmonds Community College 2010 to 2012 Skills Windows Server 2012 (3 years), Active Directory (4 years), Windows 7 (5 years), Windows 8 (3 years), Windows 10 (2 years), Windows Server 2008 (4 years), Microsoft Office (5 years), Information Technology (5 years), Dhcp (5 years), DNS (5 years), Linux (1 year), Operating System Imaging (4 years), Storage and RAID (4 years), Data Center Cabling (3 years), Firewall Configuration (1 year), Virtualization (2 years), Troubleshooting (5 years), Information Technology (5 years), Network Security (1 year), Systems Analyst (2 years), Customer Service (5 years), Microsoft Office 365 (2 years), Vmware (1 year), Networking (2 years), Service Now (1 year), Windows Server 2016 (1 year), ServiceNow (Less than 1 year), System Analyst, Help Desk (3 years), System Administrator (2 years), System Admin (2 years) Certifications/Licenses CompTIA Server+ January 2014 to Present CIW Web Foundations Associate May 2014 to Present CompTIA A+ August 2014 to August 2018 CompTIA Network+ November 2014 to August 2018 CompTIA Security+ August 2015 to August 2018 LPI: Linux Essentials August 2018 to Present

Name: Sarah Gardner

Email: stephanieconley@example.org

Phone: 2822507961