System Administrator System Administrator System Administrator Clawson, MI Authorized to work in the US for any employer Work Experience System Administrator Norma Group - Auburn Hills, MI March 2015 to April 2018   Primary support lead for SCCM.   Project lead for User IT re-education Program.   Team member of Legacy Server Migration.   Project lead for XP Migration.   Project liaison for Microsoft Dynamics AX 2009 go-live.   Additional project consultant for camera systems, production systems, and NetApp deployment.   Project management certification level 1&2 from Norma Group.   Maintained local, regional, and global datacenters.   Administered local applications at various site-level datacenters.   Developed, trained, and administered regional DCIM.   Deployed, trained, and supported global ticketing system (Helpline).   Promoted from Intern to Administrator in 11 months.   Supported field service technicians. Intern/JR Systems Administrator Norma Group March 2014 to March 2015   Promoted from Intern to Administrator in 11 months.   Job Shadowed with Network Administrator and Systems Administrator   Deployed Network hardware on site.   Administered local applications at various site-level datacenters.   Responsible for KPI tracking of Ticketing systems.   Team Member for Ticketing system upgrade. Supported field service technicians. Production Analyst Camber Corporation - Warren, MI June 2011 to March 2012   Coded U.S. Army Technical Manuals for the TLM Phase II DoD contract using XML and MIL DTD.   Consistently meet or beat deadlines and quality marks for publications. Learn all capabilities and vulnerabilities of EMS Next Gen coding/publication environment. Created, distributed, and maintained custom instruction guides for dealing with common issues (wiki).   Provided long term solutions with test environments to validate and adhere to business standards 7+ years of management experience available upon request Education Associate in Applied Science in Software Engineering Oakland Community College June 2013 Bachelor of Science in Computer Science. On hiatus Oakland University Skills .NET (Less than 1 year), Acrobat (Less than 1 year), Active Directory (5 years), Adobe Acrobat (Less than 1 year), backups (3 years), Bash (Less than 1 year), C (Less than 1 year), Cisco (1 year), Citrix (3 years), CMS (Less than 1 year), CRM (Less than 1 year), CSS (8 years), CUSTOMER RELATIONSHIP MANAGEMENT (Less than 1 year), DHCP (3 years), Dynamics (3 years), Microsoft Dynamics AX (3 years), XML (Less

than 1 year) Certifications/Licenses Security+ May 2019 to May 2022 Verify at: http://verify.CompTIA.org CH1M1T0MQLEQ1496 Additional Information Notable skills   Microsoft Windows Legacy OS's, XP, 7, 8, 10   Skype for Business, Lync   MS Office Legacy versions, 2010, 2013, 365   SolarWinds   Windows Server 2008, 2012 R2, 2016   Citrix Go-To-Meeting   Active Directory, DHCP, Exchange, SQL   Cisco Webex   Microsoft Dynamics AX 2009, 2012   DELL Identity Manager (IDM)   Skype for Business, Lync   CUCM   Adobe Acrobat Pro   VoIP   Mac OS X   ITIL   SharePoint   SCCM   MS Hypervisor   MDM   ZFS, RAID, FreeNAS, FTP   SSH   Unix File systems   VISIO   Citrix XenApp   VMware   XenCenter/XenServer   TeamViewer   Ubuntu LTS   Ubiquiti networks   Proxmox VE   Norton Ghost   OpenOffice   BlueIRIS, ZoneMinder, iSpy   Datacenter Management (DCIM)   Visual Studio   Datacenter Power Management (facilities)   Various ERP and CRM applications   File migration and backups   CMS front end for EMS NG   HP, Extreme, Cisco Networks, Cisco IOS   EMS NG TM development software   JavaScript, XML, HTML, CSS, Adaptive html   Powershell, CLI, Bash, Terminal   Java, C, Python, C++   Notepad++, Associated Plugins   Various Ticketing Systems   Strong mechanical skills   Eagle Scout

Name: Kristen Lopez

Email: denisegillespie@example.com

Phone: 001-967-398-1680x889