

Systems Administrator Systems Administrator Systems Administrator - Citigroup Saint Augustine, FL Work Experience Systems Administrator Citigroup May 2012 to Present Responsible for resolving trouble tickets for the day-to-day operation of the network. Organize, install, and support computer and server systems, including local area networks (LANs), wide area networks (WANs), and other data communication systems. Remote Support Technician Wells Fargo August 2010 to August 2011 Troubleshooting technical issues for branch locations. Resolving issues over the phone, remotely using screen sharing, or dispatching technicians for onsite service. Creating, noting and resolving tickets utilizing Service Now ticketing system. Desktop Support Agent, Transition Team Merrill Lynch June 2008 to August 2010 Answered inbound calls from legacy financial investors with questions about transitioning to the new website. Verified the investors' personal devices were compatible with the new website and assisted the clients with website navigation. Available for Relocation & Travel Education Fast Train Technical College - Jacksonville, FL May 2009 to May 2010 Management Information Systems Saint Johns River State College Skills System Administrator, Active Directory, SCCM Certifications/Licenses CompTIA A+ Certification December 2010 to Present Additional Information Professional systems administrator with in-depth knowledge of computer systems. Specializes in problem solving with an eye for detail. Good communicator with the ability to describe technical information in easy-to-understand terms. Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

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