

Systems Administrator Systems Administrator Systems Administrator - Storable Software Cary, NC I am a resourceful and diligent professional seeking to begin a career in the IT industry. I offer skills in Troubleshooting, Customer Service, Networking, Security, and Software Installations. Work Experience Systems Administrator Storable Software April 2019 to Present Maintain Windows Operating Systems, Servers, Storage, Data Backups and other related equipment or software. ? Work with the Help Desk for support requests as needed, including change management and other key support measures and metrics ? Monitor and support for datacenter systems and applications ? Troubleshoot and resolve networking issues in conjunction with other staff and vendors as needed ? Install, configure, and patch various operating systems (Windows 7/10, OSX) for laptops/desktop Technical Help Desk Analyst HCL Technologies December 2018 to April 2019 Provide hardware / software / network problem diagnosis / resolution via telephone/email/chat for customer's end users ? Route problems to internal 2nd and 3rd level IT support staff ? Provide level 1 remote desktop support and perform other activities based on SOPs ? Troubleshoot client software and basic network connectivity problems Education Masters in Recreation Administration in Recreation Administration North Carolina Central University August 2014 to December 2016 Bachelors in Recreation Therapy North Carolina Central University August 2010 to May 2014 Skills Account management (Less than 1 year), Active directory (Less than 1 year), Android (Less than 1 year), Lan (Less than 1 year), Lan/wan (Less than 1 year), Linux (Less than 1 year), Mac (Less than 1 year), MacOS (Less than 1 year), Maintenance (Less than 1 year), Ms office (Less than 1 year), network connectivity (Less than 1 year), Network security (Less than 1 year), Outlook (Less than 1 year), Security (Less than 1 year), Vlan (Less than 1 year), Vmware (Less than 1 year), Vpn (Less than 1 year), Windows xp (Less than 1 year), System Administrator Additional Information ? Operating Systems: Windows XP, Windows ? Active Directory/VPN 7, 8, 8.1, 10, MacOS, ? Troubleshoot Network Connectivity issues ? Software: MS Office Suite, Google Docs, ? Hardware/Software Installations Outlook ? Mobile Device Troubleshoot (Apple & ? LAN/WAN/VLAN Android) ? Server Maintenance ? Software/Hardware workstation setup ? VMWare, Virtual PC ? Account Management ? MTA Network Security Fundamentals Certification

#16345294 ? LPI Linux Essentials Certification #LPI000410950

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