

Systems Administrator Systems Administrator Systems Admin - Premier Data Systems Washington, LA Work Experience Systems Administrator Premier Data Systems - Lafayette, LA December 2018 to May 2019 installed cabling Cat 6 & fiber. NETWORK MANAGED SWITCHES DID FIRMWARE UPDATES AS NEEDED. Monitor Anti-virus and windows patches update as needed. Setup wireless access points and bridges. WORKED WITH END USERS WITH ISSUES installed DVR systems with both coax and IP cameras. Setup VOIP phones. Service Desk Analyst I National General Insurance February 2017 to December 2018 Performed troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony. Analyzed system requirements to efficiently isolate and resolve a wide array of technical issues. Participated in large-scale upgrades and installations. Strong customer service focus to successfully interact with end-user and peer teams. Maintain security cameras settings and connectivity and building access. National General Insurance - Opelousas, LA October 2002 to December 2018 Technical Support Analyst I National General Insurance October 2014 to February 2017 Provided technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools. Performed security administration functions for user, data, and remote access. Maintain security thorough firewalls, security camera settings and connectivity and building access. Network Support Specialist National General Insurance October 2002 to October 2014 Set up servers and virtual servers to be file and print servers, fax servers, with active directory intergraded. Assisted with setup of VOIP phones throughout the company. Then maintained the system. On- site tech that assisted in setup of MPL and MIS routers using multiple T1 connections. Assisted vendor in setting up security cameras and maintained security settings and connectivity. Worked with several different Savin MFP setting up different scanning setup with SMB, Printing & Faxing. Education Associate Degree in Network Specialist Louisiana Technical College May 2002 High School Diploma Mamou High School May 1998 Skills System Administrator

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