

Systems Administrator Systems Administrator Systems Administrator Phoenix, AZ Dedicated tech professional with over seven years of experience in IT help desk and system administration, with specialties in efficient problem-solving, professional communication, and delivering high quality client-centric tech support. PROFICIENCIES Microsoft Windows (7, 8, 10) macOS Windows Server (2008, 2012, 2016) Active Directory Group Policy MDT Cisco Meraki Microsoft Office (2010-365) GSuite JIRA/Confluence Android iOS OS Deployment OKTA Hardware Installation & Configuration Networking Fundamentals OSI Model Authorized to work in the US for any employer Work Experience Systems Administrator The Society of St. Vincent de Paul - Phoenix, AZ November 2018 to June 2019 Oversaw technology needs during medical office move Configured MDT server and image for upcoming Windows 10 deployment Provided insight on SSO solution for ticketing system Began implementation of directory synchronization for on-premise AD with Office 365 Reconditioned laptops for remote users Systems Administrator Carvana - Tempe, AZ June 2018 to November 2018 Implemented, oversaw and supported company-wide domain migration project Assisted with deployment of WSUS solution Automated department processes to increase efficiency Acted as point of escalation for Tier 1 support team Associate Systems Administrator Carvana - Tempe, AZ November 2016 to June 2018 Took incoming calls, emails and walk-ups related to all IT issues and requests Logged all technical issues in the ticketing system with as much detail as possible Setup IT accessories (monitors, docking stations, phones etc.) for all new hires including occasional desk moves Imaged, deployed and shipped all technical equipment to newly opened sites Documented solutions to new problems and effectively communicate to rest of the team Worked with vendors in-person or on the phone to resolve issues Client Systems Administrator University of Advancing Technology - Tempe, AZ August 2012 to May 2016 Administered and maintained approximately 400 client systems with routine OS and software deployments while overseeing licensing compliance Served as the IT department's point person for faculty and students by managing and assigning support requests and ensuring an efficient delivery of communication between client and IT department Managed IT department interns and developed effective projects and work plans to assist in their

educational development    Acted as a single point of contact for vendors and internal users of their services Education Some College Skills System Administration (7 years), Windows (10+ years), macOS (7 years), Windows Server (7 years), Active Directory (7 years), Group Policy (7 years), MDT (3 years), Cisco Meraki (2 years), Microsoft Office (10+ years), GSuite (3 years), JIRA (2 years), Confluence (2 years), Android (10+ years), iOS (7 years), OKTA (2 years), System Admin (7 years), Linux (3 years), System Administrator (7 years), Vmware (6 years)

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