IT Manager IT Manager IT Manager - Bauer Controls Detroit, MI IT professional with 8+ years of professional experience in Help Desk Support, Field Technician Support  and Network Support/Monitoring as well as Network Administration, I am looking to become an asset  to your company, while also continuing to develop in the Field of Information Technology. Work Experience IT Manager Bauer Controls - Plymouth, MI June 2017 to Present   Kept up-to-date on new developments in computer and network vulnerabilities, data hiding and encryption.     Microsoft Project Honolulu installation    DNS and DHCP setup and Management    Incorporated feedback and recommendations from other staff members when modifying  software.    Implemented and maintained firewalls, switches and security appliances.    Upgraded and expanded network systems and their components.    Completed remote repairs involving software solutions and hardware repairs.    Defined security requirements for computer systems, including mainframe, workstations and   personal computers    Built server systems and installed into racks.    Reviewed logs for all networking devices for unresolved abnormalities and problems.    Communicated with vendors to resolve network outages and periods of reduced performance.    Diagnosed system hardware and software problems using advanced root-cause analysis.    Troubleshot and maintained all networking devices and infrastructure across the enterprise    including switches, routers and firewalls.    Documented all server and network problems and other unusual events in detail. Monitored system logs for all company computers and devices to maximize uptime.    Designed and implemented networks in collaboration with project engineers.    Migrated from on-premise Exchange to Exchange online    Configured and Managed Hyper-V environment    Consulted on all PC purchasing    Developed Backup Strategies    Upgraded Various network access-points and networking equipment Network Administrator Jack Doheny Companies - Northville, MI January 2017 to June 2017    Monitored 200 company-wide trouble tickets.    Configured and Managed Virtual Machines with Vmware    Implemented and maintained firewalls, series switches and security appliances.    Offered Desk-side Support    Upgraded and expanded network systems and their components.    Completed remote repairs involving software solutions and hardware repairs. Documented all server and network problems and other unusual events in detail.    Managed,

configured and Installed SAN Devices Noc Engineer Everstream GLC Holding Company LLC - East Lansing, MI April 2016 to January 2017    Tier 1 and Tier 2 Trouble Ticket Troubleshooting    T1 Support    Cisco and juniper Switches and Router Troubleshooting    Managed Linux-based DNS Call-Tracing    Public Cloud Support    Interpreted drawing markups and implemented drawing revisions provided by engineers.    Internal Hardware and Software Support IT Student Assistant, On-Site Technical Support State of Michigan - DTMB - Lansing, MI August 2014 to April 2016 Mobile Device Support    Printer Management and Support    Computer Imaging    Computer Deployment    Software Distribution with SCCM    Active Directory Management Computer Technical Support Michigan State University - East Lansing, MI September 2013 to August 2014    Mobile Device Management    Managed Trouble Tickets    Software and Hardware Repair    Domain account Management    MAC OS Troubleshooting Education Bachelor of Arts Michigan State University - East Lansing, MI 2019 High School Diploma Crockett Technical High School - Detroit, MI 2012 Certification in Information Technology Golightly Career and Technical Center - Detroit, MI 2012 Skills Dhcp (1 year), Dns (2 years), Exchange (1 year), Hyper-v (1 year), security (2 years), Strategic Planning, Customer Service, Network Administration, Vmware, Cisco, Active Directory, Disaster Recovery, Excel, VoIP, Vendor Management, IT Management, SQL, HTML Additional Information Technical Skills    Collaboration tools    Business process improvement    Data analysis    WSUS    Microsoft Team System Linux (Ubuntu, Kali, Centos)    Mitigation plan development Routing and Switching    LAMP Stack    Systems and Network Administration    Variety of Open-Source Tools    Database Administration    Cisco Switches and Routers    Virtualization (Hyper-V, VMware)    Juniper Switches and Routers    Fortigate UTM Devices    Mixed-Platform Environments    Scripting    Technical Infrastructure Microsoft    Exchange Management    System Security, Backup and Recovery    Microsoft Office 365    Exchange Online    DHCP    DNS

Name: Cassandra Thomas

Email: john42@example.com

Phone: +1-477-647-9935