

Systems Administrator Systems Administrator Systems Administrator at Adams Cable Service
Scranton, PA Authorized to work in the US for any employer Work Experience Systems
Administrator Adams Cable Service - Carbondale, PA July 2017 to Present - Redesigned and
currently manage the public facing Adams Cable website, webmail, and community cable channel -
Manage internal computer systems, printers, and servers - Handle internal computer helpdesk
issues - Write support articles for customer use on the customer support portal - Document internal
processes for CSR use on the internal company portal - Integrated Nomorobo into customer VOIP
service - Implemented new customer support systems that include a ticketing system and website
livechat - Launched and currently manage an internal employee portal to centralize information for
company use - When needed, fill in for the Tier I Helpdesk (Internet Department) role Web Designer
Mane Line Hair Design - Carbondale, PA August 2013 to Present - Developed a web presence,
utilizing BootStrap and social media, to attract potential clients - Maintain the web presence on an
ongoing basis Owner Anthony's Computer Repair - Browndale, PA November 2009 to Present -
Provide IT consulting services to give objective advice and recommendations - Utilize my
background from prior helpdesk positions to solve customer s computer issues - Use my knowledge
of the VHS and 8mm formats to digitize them for customers Tier I Helpdesk (Internet Department)
Adams Cable Service - Carbondale, PA February 2017 to July 2017 - Provided technical assistance
for internet and phone related issues - Supported field technicians over the phone to resolve
customer issues - Handled customer accounts and over the phone payments Information
Technology Intern Gentex Corporation - Carbondale, PA June 2016 to September 2016 - Provided
customer service by handling employee's technical questions, issues, and problems - Supported
and maintained existing computer systems and network infrastructure - Created four Sisense
business dashboards, utilizing SQL and Excel, for internal department business decisions Help
Desk Technical Support Analyst Pennsylvania College of Technology - Williamsport, PA January
2015 to May 2016 - Provided a first point of contact for students and staff seeking technical
assistance for campus technology issues - Utilized knowledge of computer systems to solve both
hardware and software issues for students and staff - Updated the helpdesk procedures to reflect

the new versions of the helpdesk tools Unpaid Internship Forest City Regional School District - Forest City, PA July 2015 to August 2015 - Utilized knowledge of virtualization to assist in upgrading the school's servers to the latest versions of SQL and VSphere - Migrated the school's local Exchange server to G Suite for Education - Created and deployed Windows images for computer labs and student laptops - Documented ports on the network switches and patch panels IT Technician Career Technology Center of Lackawanna County - Scranton, PA June 2015 to July 2015 - Assisted in the network overhaul by running new ethernet cable, configuring access points, and installing network printers - Created and deployed Windows images for school workstations - Setup and calibrated over-head projectors in classrooms Web Consultant The Forest City News - Forest City, PA July 2014 to January 2015 - Coordinated the redesign of their online presence - Utilized WordPress allowing the ability to publish current and archived news online Help Desk Computer Lab Assistant Pennsylvania College of Technology - Williamsport, PA August 2014 to December 2014 - Provided a point of contact for students, faculty, and staff in the instructional and open computer labs seeking assistance - Maintained the computers and printers in the instructional and open computer labs Education Bachelor of Science in Information Technology Pennsylvania College of Technology - Williamsport, PA 2012 to 2016 Competency Credential: Associate Web Design Specialist in Information Technology Pennsylvania College of Technology - Williamsport, PA 2012 to 2016 Competency Credential: National Security Telecommunications and Systems Security in Information Technology Pennsylvania College of Technology - Williamsport, PA 2012 to 2016 Skills HTML5, CSS3, WordPress, Bootstrap, Windows, macOS, Linux, GitHub, Microsoft Office, Visual Studio Code, Notepad++, TeamViewer, LogMeIn, VirtualBox, VMware, Sisense, Dell KACE, Slack, GLDS BroadHub, GLDS SuperController, Zapier, Web Design, Computer Repair, Software Installation, Troubleshooting, SQL, Public Speaking, Customer Service, Hardware Virtualization, Sisense, Networking, Help Desk, Freshdesk Links <https://www.linkedin.com/in/anthonyvadala> <https://anthonyvadala.me> <https://keybase.io/anthonyvadala> <https://github.com/AnthonyVadala> Certifications/Licenses Pennsylvania Flagger April 2017 to April 2017 Google for Education Basics Exam Present Installing Premises Cabling Systems Course November 2015 to November 2017

Assessments Basic Computer Skills: PC Highly Proficient June 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results:

https://share.indeedassessments.com/share_assignment/kyz-wzrvyggpgp8 Technical Support

Expert June 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results:

https://share.indeedassessments.com/share_assignment/1tia0xysvgpamtdl Email Expert June

2019 Measures a candidate's ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/ry3suxw-2mvmxw25 Problem

Solving Proficient June 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results:

https://share.indeedassessments.com/share_assignment/7h3evebv2f6cqy2e Social Media

Proficient June 2019 Measures a candidate's ability to create content, communicate online, and build a brand's reputation. Full results:

https://share.indeedassessments.com/share_assignment/ti-itmdffalfgggyf Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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