Systems Administrator Systems Administrator Systems Administrator - City and County of Denver Dallas, GA Work Experience Systems Administrator City and County of Denver July 2017 to Present Greater Denver Area Planned and coordinated the setup, installation, and configuration of the Computer Aided Dispatch (CAD) and Voice Recording systems to include new software releases and upgrades. Implemented, configured, and tested related CAD applications. Maintained EPO server and clients.   Troubleshot and resolved complex problems with servers, databases, emergency communications applications. Worked with vendors to resolve issues, when appropriate. Monitored, tuned, diagnosed, and resolved complex system, application, and database problems. Performed refreshes of development and training databases.   Planned, coordinated, and implemented security measures to protect data and applications. Maintained security and user profiles for applications.   Added and removed users, when necessary.   Implemented and documented a backup and recovery process and lead capacity planning for the CAD and Voice Recording systems. Developed, tested, and implemented complex scripts to automate common functions or system operations. Consulted with users to identify existing system problems or new business requirements then evaluated and recommended various software and hardware solutions to meet user needs. Researched, recommended, implemented, and tested new functionality and configuration changes. Developed, maintained, and published complex custom crystal reports. Developed, maintained, and published knowledge documentation. Provided on-call/after-hours support when assigned or requested. Performed lead work over subordinate employees or project management duties. Supported data processing hardware, monitors, operating system software, application programming and system configuration. Performed database functions to support and implement network databases. Performed data processing to review program specification, design programs, and write or modify code. Maintained computer network, desktop, server, and mainframe operating systems and their applications. Desktop Engineer Western Nephrology October 2016 to July 2017 Greater Denver Area Responsible for management of IT Help desk and all incidents and requests submitted from staff across multiple locations. Ensure that system hardware, operating systems, software systems and related procedures are maintained and functioning properly.

Coordinate activities for all help desk requests Maintain an inventory of computers and laptops and ensures necessary updates are completed Provide technical support with minimal disruption to business flow Ensure adherence to security procedures Install, maintain, troubleshoot and monitor the computers, laptops and software in all offices Create, disable and maintain user accounts in active directory Create, disable and maintain email accounts on Exchange Server Create, disable and maintain Group Policy Objects Update, maintain and expansion of SharePoint site Update, maintain and expansion of WordPress site Manage Anti-Virus/Malware services (Webroot) Remote assistance via Continuum Assist with vendor tickets for EMR system Create and maintain HR quizzes in classmaker Create standardized hardware list Manage volume licensing Manage HIPAA Compliance Issues Jr. Systems Administrator All Packaging Company February 2016 to December 2016 Greater Denver Area Create, disable and maintain user accounts in active directory Create, disable and maintain email accounts on Exchange Server Create, disable and maintain extensions in Free PBX Install and facilitate UCP and FOP2 in FreePBX Create, disable and maintain IP Reservations Create, disable and maintain Group Policy Objects Maintain SpiceWorks server upgrades, ticketing system, inventory and knowledge base Update, maintain and expansion of SharePoint site Create and deploy images with SmartDeploy Grant security access through Brivo Grant security access through Total Connect Create, disable and maintain Radius users Create Radius User Menus Create Crystal Reports (for internal and external use) Manage print server Manage Anti-Virus/Malware services (Trend Micro, Malwarebytes Enterprise) Remote assistance via Team Viewer Enterprise Troubleshoot Artios CAD, Microsoft Office, Adobe, Web Browser issues Qlikview Administrator (Took Qlikview Design Course) Desktop Support Engineer Howard Hughes Medical Institute - Chevy Chase, MD January 2015 to December 2015 Answered incoming tech support calls and responded to tech support emails Created, routed, escalated, notated and maintained tickets in ticketing system Installed, supported and maintained standardized company wide applications Created, tested and updated Ghost images Imaged new machines Reimaged Macs Troubleshot with employees over the phone, through email and face to face Educated employees on company policies and procedures Researched troubleshooting

techniques and self-educated   Wrote FAQs and knowledge documents for knowledge base   Troubleshot and support Network and desktop printers   Met with department heads to discuss hardware, software and virtual needs   Supported VPN Client connections   Utilized remote management tools   Troubleshot and support VMWare clients and virtual machines   Created and maintained tech support SharePoint site   Reorganized office area and upgraded inner office inventory organization   SME Customer Service IT Support Coordinator SLAIT Consulting - Washington, DC August 2014 to November 2014 Support and maintain user accounts, machines and networks   Create, route, escalate, notate and maintain tickets in ticketing system   Install, support and maintain standardized company wide applications   Troubleshoot with employees over the phone, email and face to face   Educate employees on company policies and procedures   Research troubleshooting techniques and self-educate   Maintain on call service   Create, disable and maintain user accounts in active directory   Create, disable and maintain email accounts on Exchange Server   Create, disable and maintain phone profiles in Cisco Call Manager   Troubleshoot and support Foxjet Printers, Zebra Printers and Network Printers   Troubleshoot AS400, Lotus Notes, Microsoft Office and IPM issues   Create and maintain logon scripts   Update and Fix issues in config files for company owned programming   Work with applications development team on programming issues   Create educational documents for knowledge base   Support VPN Client Connections Technical Support Engineer Chen Technologies - Richmond, VA September 2013 to August 2014 Area   Supported and maintained user accounts, machines and networks   Provided technical assistance in migration of client computer systems   Saved data, imaged and restored settings to new or existing computer systems   Created, routed, escalated, notated and maintained tickets in ticketing system   Acted as hands and feet for project team to assess and resolve any issues to complete migrations   Traveled to each center to maintain excellent customer service   Gathered inventory for logistics and purchasing teams   Supervised construction projects and 3rd party appearances in centers and offices   Maintained warranties on company owned merchandise   Installed, supported and maintained standardized company wide applications   Troubleshot with employees over the phone, email and face to face   Educated employees on company policies and

procedures Researched troubleshooting techniques and self-educated Maintained on call service for Richmond market Back up for neighboring market Education High school or equivalent Skills Problem solving, Desktop Support, Help Desk, MAC, SCCM Assessments Teamwork: Interpersonal Skills Highly Proficient August 2019 Resolving disputes, solving team problems, and understanding nonverbal cues. Full results: https://share.indeedassessments.com/share_assignment/ekgprf0x3yigsxfk 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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