

Systems Administrator Systems Administrator Systems Administrator Akron, OH A systems support position that utilizes strong technical skills, a demonstrated commitment to customer service excellence and an ability to communicate effectively with people of all levels.    COMPETENCY AREAS    Systems Administration Network Wiring Help Desk Wireless Networking Remote Access Corp Training & Development    Qualified by a diverse range of experience communicating effectively with people who have varying levels of computer skills and a successful 21 year career in Information Technology Authorized to work in the US for any employer Work Experience Systems Administrator Service Desk Provisioning - Beachwood, OH 2015 to December 2015    Part of a two person team responsible for completing all Service Requests for things such as but not limited to creating user accounts, email logins, network drive mappings, software installs, etc.    Created & implemented procedural documentation for new incumbents    Assisted in completing over 950 requests in a two month timeframe which resulted in a more manageable work queue & stress reduction    Improved customer satisfaction by meeting Service Level Agreements    Improved my knowledge of Active Directory parameters & Windows structure by working closely with the Windows server engineer team    Instrumental in assisting Data Storage & the network vendor to identify a known communication issue with Microsoft, NetApp and NTP archive software Systems Administrator Service Desk Provisioning - Beachwood, OH May 2015 to May 2015    Member of the newly created Service Desk Technical Team developing & implementing new knowledge articles that would assist Level 1 Service Desk with problem resolutions    Provide Level 2 desktop support via calls filtered through Aspect MUSE call system    Utilize strong analytical skills to think creatively and resolve remote problems    Utilize software distribution tools and standard desktop support tools    Collaborate with System Engineers to resolve complex user account issues Senior Support Desk Analyst CLEVELAND CLINIC HEALTH SYSTEM - Mayfield Heights, OH September 2001 to December 2006    HDI Certified Help Desk Analyst    First & second level phone support for approximately 8000+ end users    Manage a staff of 4 Help Desk Representatives    Train & evaluate new Support Desk Analyst    Monitor & quality check trouble call tickets entered into Magic call tracking system    Support enterprise software i.e. Star Patient Care systems, Sunrise Clinical

Manager, MS Office Suite, Pathways      Perform a wide array of functions including project management, service recovery, quality assurance & documentation      Environment: WinXP, MSOffice 2000, Service Magic Ticket Tracking System, Active Directory, Norton AV, McAfee, DameWare Remote Tools, HPLJ Printers, HP Computers, Canon MFD Systems Administrator

Service Desk Provisioning - Cleveland, OH 2006 to January 2006      Order, configure and install computer hardware i.e. laptops, computers, printers, scanners, etc      Utilize MS Windows Server administration tools to resolve client issues      Maintain exceptional stats for completing assigned work order requests      Provide technical consultation and facilitate communications between departments and the Information Technology Department      Swap out or maintain desktop or laptop PC hardware, software, components or peripherals      Patch & configure IOS and Catalyst based network switches      Execute project management in departmental changes      Participate in projects and coordinate IT efforts to specific Business Unit environments      Environment: WinXP, Win7, Altiris Deployment console, Active Directory, Enterprise Messaging, Cisco VPN, Citrix GoTo Assist, Citrix Access Gateway, MSO 2013, Skype for Business, MS Lync 2010, MSOffice 2010, Exchange Server, FrontRange ITSM and HEAT Tracking Systems, RSA Token, Symantec EndPoint Protection, Sophos, Intel Proset Wireless, Cisco Secure ASC, Kroy Printers, HP Printers, HP Computers, Canon MDF, Cisco AnyConnect Mobility Client Support Specialist

TRANZACT TECHNOLOGIES, INC - Tallmadge, OH February 2000 to March 2001      Demonstrated excellent understanding of network and phone wiring      Price/evaluate new computer equipment within a \$125,000 annual budget      Utilized strong communication skills being the primary contact for approx. 100 end users      Assisted in building of MS Exchange server & the transition from MS Mail      Responsible for data backup & restore using ArcServeIT 6.6      Instrumental in the office planning & building of a new facility      Environment: WinXP, Novell, MS Mail, MS Exchange, ArcServeIT, MS Office 2000, Corell, Network wiring, Dell Computers, HPLJ Printers, WinNT Systems Administrator

THE HARTFORD INSURANCE COMPANY - Hartford, CT August 1988 to November 1998      Provided support to six major regional field offices, addressing a variety of issues including training, Y2K upgrades, relocations, problem resolution and project work      Became known for having "a

customer focused attitude" and "ability to anticipate and overcome problems" Increased regional office effectiveness by cross training an Underwriter in basic Systems Administration functions at no additional cost to the company Served as principal contact for all field automation and telecommunication systems Communicated extensively with agents to research and resolve problems Joined company in entry level position where I successfully advanced to four different positions Environment: Win3.1\95\98\2K, Novell Server\Client, Dial Up Networking, Lotus Notes, Office95, Norton & McAfee AV Education Stark State College - Akron, OH January 2017 Computer Science Marshall Univ - Huntington, WV August 1983 to May 1984 Skills NOVELL (10+ years), ALTIRIS (1 year), CISCO (1 year), CITRIX (1 year), VPN (1 year) Additional Information TECHNICAL SKILLS Server Platform: WinNT; Novell Network Platform: Cisco Secure ACS; Cisco VPN Desktop Platform: MS Windows 7; Altiris; Directory of Services Remote Platform: Cisco VPN; Citrix Client, Cisco AnyConnect

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