I.T./ Network Administrator I.T./Network Administrator Bolingbrook, IL I have serviced the Information Technology needs of many professionals throughout the greater Chicagoland area including Doctors, Insurance Agents, Retail Chains, Financial and Certified Public Accountants. I have also serviced many corporate clients including, but not limited to: Bridgestone/Firestone, Filene's Basement and J.P. Morgan Chase. The roles I have played on various projects included Team Leader, Network Technician, Network Engineer, Lead Technician, Technical Assistant and Technical Support Specialist. With the diverse experience of many roles I have filled along with the wealth of knowledge I possess, I will be a great asset with the utmost of capabilities that are expected to succeed. Work Experience I.T./ Network Administrator Saratoga Food Specialties April 2017 to Present Responsibilities include: Troubleshooting/diagnostic issues for hardware, software and networks   SAP   Warehouse   Management   software   support/installation Installation/configuration   of   network   printers   Zebra   Industrial   printer install/troubleshoot/maintenance   Printer, copier, fax and scanner maintenance/upgrades Troubleshoot/tech support for PBX phone system   Cell phone ordering, activating, configuring, troubleshooting   Troubleshooting/maintenance of TMS time clock system   24/7 technical support to all staff   Zebra Industrial printer install/troubleshoot/maintenance   PC Imaging   Anti-virus installation   Microsoft   Office   2013,   2016   installation,   configuration   &   support Maintaining/upgrading business PCs   Systems Administration for domain   Server patch/Microsoft update   installations   IIS   troubleshooting   Print   server   management   Active   Directory administration/management   Maintain all I.T. equipment inventory   Purchasing of all I.T. equipment   Inventory database management   Software installation/troubleshooting   24/7 technical support to all staff   Access Point installation/support/maintenance   Security camera system management   MAC software installations   MAC configuration/ network support Desktop Support Technician II Genco Technology Solutions February 2015 to April 2017 Responsibilities included: Troubleshooting/diagnostic issues for hardware, software and networks   Red Prairie WMS support/installation   Installation/configuration of network printers   Printer, copier, fax and scanner maintenance/upgrades   Microsoft Office 2010 installation, configuration & support   Email

creation, configuration and support   RF Scanner administration/software installation/support

Security camera system installation/configuration   Installation/configuration of wireless network

(802.11 n)   Maintaining/upgrading business PCs   PC Imaging   Systems Administration for

domain   Active Directory administration/management   VLAN Administration/Management

Troubleshoot/tech support for IP phones   Troubleshooting/maintenance of ADP time clocks   24/7

technical support to all staff   Zebra Industrial printer install/troubleshoot/maintenance   HP

JetDirect print server installation I.T. Specialist Caterpillar September 2012 to January 2015

Responsibilities included: Troubleshooting/diagnostic issues for hardware, software and networks

 Printer, copier, fax and scanner maintenance/upgrades   Systems Administration for domain

Email creation, configuration and support   Exchange Server 2007 administration   Active Directory

administration/management   Troubleshoot/desktop support for all PCs   Server upgrades and

maintenance/migration or relocation   Maintaining/upgrading business PCs   PC Imaging

Software/Hardware installation, maintenance and upgrades   Installation/configuration of network

printers   Systems Administration for domain   Windows Small Business Server 2003 administration

   Anti-virus installation   Microsoft Office 2007, 2010, 2013 installation, configuration & support

Switch Installation/configuration   Firmware upgrades to router, switch   Installation/configuration of

network scanners I.T. Technician (Independent Contractor) A. Saccone and Sons Realty February

2010 to March 2014 Responsibilities included: Windows Small Business Server 2003

administration   Windows Server 2008 administration   Software installation/troubleshooting

Router Installation/configuration   Firmware upgrades to router, switch   Installation/configuration of

network printers   Installation/configuration of network scanners   Installation/configuration of

wireless network (802.11 n)   Implementation/configuration of daily data backup

Troubleshooting/diagnostic issues for hardware, software and networks   Troubleshoot/resolve

network performance issues   Troubleshooting/resolving email issues

Troubleshooting/maintaining telephone system   Data transfers/backup and retrieval   Anti-virus

installation   Virus removal/security design   Server upgrades and maintenance/migration or

relocation   Installation/configuration of credit card swipers & bank validators

Installation/configuration of smart card printers   Software/Hardware installation, maintenance and upgrades   Execution of a wide variety of software applications   Administering/maintaining networks (LAN/WAN, TCP/IP, etc.)   Security camera system installation/configuration   Cable Maintenance/re-routing of network cables   PC Replacements/rollouts Network Administrator (Independent Contractor) Jeta Skin Care April 2011 to June 2013 I.T. Technician J.P. Morgan Chase Bank August 2012 to August 2012 1099 Contractor)J.P. Morgan Chase Bank I.T. Technician PNC Bank June 2012 to June 2012 1099 Contractor), PNC Bank Network Administrator D&I Electronics, Inc May 2012 to June 2012 1099 Contractor), D&I Electronics, Inc. I.T. Technician Everydry Waterproofing, Inc March 2012 to March 2012 1099 Contractor), Everydry Waterproofing, Inc. I.T. Technician/ Network Administrator January 2007 to April 2011 Carol Stream Park District Responsibilities included: Windows Server 2003/2008 administration   Exchange Server 2007 administration   SQL Server 2005 Database administration   Websense Server administration Database querying/maintenance   VOIP Server administration   Active Directory administration/Management   Installation/administration of wireless networks (802.11g, n) Management of E911 (Intrado System)   Daily data backups/retrievals using Symantec Backup Exec 2010   PC Replacements/rollouts   Troubleshoot/desktop support for all PCs Troubleshoot/tech support for IP phones   Software installation/troubleshooting   Firmware upgrades to routers, switches, servers, VPN, email security appliance   Cisco router maintenance/troubleshooting   Juniper firewall maintenance/troubleshooting Installation/configuration of network printers   Vendor/Maintenance contract Administration Troubleshooting network performance issues   Security camera system installation/configuration Cable maintenance/creating patch cables   Memory upgrades to servers and PCs   BIOS upgrades to servers and PCs   Symantec Endpoint Protection Anti-virus/Anti-spam Management   Microsoft Office 2003/2007 installation, configuration & support   I.T. training to all staff   24/7 technical support to all staff PC/ Network Technician Insight Enterprises, Inc November 2001 to January 2007 Responsibilities included: Building/maintaining/upgrading personal and business PCs   Server upgrades and maintenance/migration or relocation   Data transfers/backup and retrieval   Router

installation/maintenance   PC Replacements/rollouts   Installing/configuring wireless networks including access points   Installation/configuration of price checkers, handheld price checkers   Installation/configuration of credit card swipers & bank validators   Troubleshooting/diagnostic issues for hardware, software and networks   Software/Hardware installation, maintenance and upgrades   3rd party software installation   Execution of a wide variety of software applications   Administering/maintaining networks (LAN/WAN, TCP/IP, etc.)   Administering/maintaining wireless networks (802.11b, 802.11g, etc.)   Troubleshooting network performance issues   V.O.I.P. installation/configuration   Installation/upgrading various operating systems   Installation/configuration of network printers   Printer, copier, fax and scanner maintenance/upgrades   Uninterruptable power supply upgrades/configuration   Imaging of hard drives/data imaging   Virus removal/security design   Providing technical support   Cable maintenance   Memory upgrades   BIOS upgrades Education Certification College of Dupage August 2002 Bachelor of Science National-Louis University June 2000 Certification Morton College May 1990 Additional Information I am a very experienced and knowledgeable individual in the Computer Information Systems field. My information technology experience includes system administration, troubleshooting hardware and software, restoring operating systems, building and maintaining PCs, supporting handheld devices, networking and many other aspects of the Core Hardware and Operating System Technologies fields.

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