

IT Systems Administrator IT Systems Administrator IT Systems Administrator Work Experience IT Systems Administrator SunEnergy1 April 2019 to May 2019 ? IT systems administrator, designing IT business plans/Infrastructure ? Maintain users/add users using Azure/Office365 ? Update/maintain Mac/PC's attaching the devices to our domain and asset managing. ? Office365 License management ? Cisco Meraki monitoring and management ? iPhone/iCloud management and provisioning ? Create business plans and IT related infrastructure guidelines ? Create onboarding and training material Experience Parcel Ops Sr. Specialist, Supply Chain Omni-Channel Operations Lowes Company Inc October 2018 to April 2019 Senior Analyst where my core responsibility is to provide executive level reporting utilizing SQL, Teradata, Microstrategy and Excel. Gathering and analyzing our parcel networks metrics and displaying this in a user-friendly way for executive leadership. Maintain 2 mailboxes where I would manage our online items and their ability to be parcel. Decide if an item could be flipped on for parcel depending on the item shipping standards, profitability and hazmat regulations. Maintained all stocking requests for our fulfillment locations. IT Analyst Lowes Company Inc July 2017 to October 2018 Knowledge base management and content creator. Airwatch and iDevice Subject Matter Expert. Point of contact for mobility for various teams. Training and onboarding of new hires. Failure trend identifying and escalation monitoring. Support our customers entirely on their Surface tablets, Lenovo laptops, and iPhones. Queue/ticket monitoring. Creating new relationships that help our teams and business move in a more cost effective and proficient direction. IT Contractor, Carolina IT Professionals Lowes Company Inc December 2015 to July 2017 Provide IT support to the stores using various programs and tools. Keep the store operational while resolving the issues at hand in a timely manner. Diagnosed and troubleshoot problems with individual or multiple computer systems. User password resets and user group management. POS system/Thin client terminal support, hardware, control file/flat file rebuilds. Lexmark printer support. Server blade troubleshooting/replacements. Vendor support (CompuCom). Lead Sample Receiving tech Prism Labs September 2014 to December 2015 My responsibilities included: receiving samples, providing preliminary testing on those samples, preparing bottle kits for our clients and

hazardous/non-hazardous sample deposal.     Handled computer hardware and software related issues such as PC hardware diagnosis/replacements and software troubleshooting.     Chemical housing and inspections.     Pace Analytical, 2/13 - 9/14     Leading and delegating a team of 6. Finalizing and reporting all finished batch logs.     Microbiology testing, receiving samples, doing preliminary testing on those samples.     Auto-clave and sample disposal. Education Lake Norman High School 2011 Skills TERADATA, ACTIVE DIRECTORY, CISCO, DHCP, LAN/WAN, System Admin, System Administrator Links <http://www.linkedin.com/in/logan-wick2>

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