

Centralized Services Administrator/Project Engineer Centralized Services Administrator/Project Engineer Centralized Services Administrator/Project Engineer Grants Pass, OR Work Experience Centralized Services Administrator/Project Engineer Lifeline Computer Solutions May 2017 to May 2019 Kaseya Certified Administrator (v9.5) ? Administration of Connectwise Manage, ITglue, Acronis, Veeam. ? Patch management across 1500+ endpoints. ? Application deployment to via custom scripts. ? Planning and executing complete network overhauls. ? Administering server operating systems 2003, 2008, 2012, 2016. Network Cryptography Technician CTN November 2014 to November 2018 United States Naval Reserve ? Conduct vulnerability assessments using scanning tools on Unix, Linux, Windows. ? Deploy, patch, and upgrade operating systems and software applications to address security vulnerabilities. ? Detailed packet analysis ? C#, C++, Python Customer Service Representative First Call Resolution August 2014 to November 2014 High level of interpersonal communication, with customers and staff. ? Handling escalation calls ? Conducting website troubleshooting ? Manage customer sales and refunding ? Precise and detailed logging of all transactions and calls. Education High school or equivalent Skills Quickbooks, Microsoft Office

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