

Endpoint Administrator Endpoint Administrator Endpoint Administrator - Five Star Senior Living  
Milton, MA Experienced systems administrator delivering excellent technical skills to maintain  
computer systems to the highest level possible. Authorized to work in the US for any employer Work  
Experience Endpoint Administrator Five Star Senior Living April 2017 to Present \* 3rd level support  
managing over 5000 endpoints from over 300 locations and 25,000 people \* Issue, Change, Asset  
tracking within ServiceNow \* Downloading, testing and deploying Microsoft Security Patches &  
Updates \* Technical Support Lead for Windows 10 Rollout \* Performs administration via Active  
Directory - User Accounts, Roles, Access and Privileges \* Installing/Configuring/Deploying of PCs &  
Servers \* Chrome Device Administration, Deployment and Support using the Google Admin  
Console \* Maintained 1800+ Printers/MFD via Group Policy on Windows and Chrome Devices  
Systems Specialist Federal Reserve Bank of Boston 2012 to 2016 \* Primary technical support  
contact for executive leadership, 24/7 direct support for CEO and COO \* Provided 2nd/3rd level  
infrastructure and operations support for a client base of 950+ employees \* Managed mobile  
service offering \* Lead role for deploying sw packages using SCCM - on demand and forced  
deployments \* Provided mentorship to peers Senior Systems Technician Federal Reserve Bank of  
Boston 2008 to 2012 \* Managed migration of print services; reduced printers from 200+ to 75 \*  
Launched in-house tech store \* Performed 2nd tier troubleshooting \* Enhanced building coverage  
for wireless by implementing cell antenna/amplifier solution \* Managed vendor relations Systems  
Technician Federal Reserve Bank of Boston 2003 to 2008 \* Upon completing a stretch assignment  
with IT, hired into the Helpdesk for first level support \* Investigated and resolved issues via phone  
as often as possible, visit deskside if necessary \* Deployment of devices including, PCs, printers,  
mobile devices \* Worked in a team environment to reach resolution for customers \* Consistently  
exceeded expectations for customer satisfaction Education A+ Certification Clark University CCI  
1999 to 2001 Certifications/Licenses Mcsa Present Assessments Intermediate Word Processing  
with Microsoft Word Proficient June 2019 Measures a candidate's knowledge of intermediate  
Microsoft Word techniques including the use of formatting, Track Changes, and Comments. Full  
results: [https://share.indeedassessments.com/share\\_assignment/oxuatseczgxnv2ov](https://share.indeedassessments.com/share_assignment/oxuatseczgxnv2ov) Proficiency

with Microsoft Office: Mail & Calendar (Mac) Highly Proficient June 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: [https://share.indeedassessments.com/share\\_assignment/g7yxsq5dt328tzu8](https://share.indeedassessments.com/share_assignment/g7yxsq5dt328tzu8) Customer Focus & Orientation Expert June 2019 Responding to customer situations with sensitivity. Full results: [https://share.indeedassessments.com/share\\_assignment/xcg3vdqdsadyrzw6](https://share.indeedassessments.com/share_assignment/xcg3vdqdsadyrzw6) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Tyler Roy

Email: bakervictor@example.com

Phone: 549.756.4658