

Systems Administrator Systems Administrator IT Manager - Ops consulting Stevensville, MD An IT professional with 6 years of overall experience as a Technical Support Representative with a strong aptitude for managing and troubleshooting a wide range of laptop, desktop, and mobile issues. I am an energetic and self-motivated individual with solid experience in Networking, Windows/Active Directory, overseeing multiple sites, and troubleshooting hardware and software. I have exceptional verbal and written communication skills. I have the ability to manage shifting priorities on multiple projects all while maintaining quality of my work. I am CCENT, CompTIA A+, Net + and Security+ certified, MCSA-M365, MCSA-Azure Architect, Oracle Database 12C SQL. Authorized to work in the US for any employer

Work Experience

Systems Administrator OPS Consulting, LLC - Hanover, MD
November 2018 to Present

- Network Management
- Firewall installation and configuration
- WAN configuration and installation
- New computer and desktop set up/purchase license deployments and management
- Inventory maintain and distribute all aspects of IT in department
- MCSA Server and Data migration to cloud based computing
- Phone System management
- SIP Trunk management
- Hardware management and installation
- Troubleshooting issues with Network printers and migrating print servers
- Group Policy management in Azure
- AD Management/Microsoft AZURE
- Sharepoint creation and management
- DHCP Server management
- Switching and Routing
- Demo products to clients and users
- Implement scheduling and release of new software coordinating with vendor
- Responsible for coordinating new office moves
- Virtual server migration
- Virtual network migration
- AZURE Cloud Environment management and architecture
- Oracle Cloud VCN Management
- JAVA scripting

IT Manager Global Public Safety, LLC
December 2016 to Present

- Streamline IT department
- Network Management
- Firewall installation and configuration
- WAN configuration and installation
- New computer and desktop set up/purchase license deployments and management
- Inventory maintain and distribute all aspects of IT in department
- Microsoft 365 migration
- Server and Data migration to cloud based computing
- Phone System management
- SIP Trunk management
- Hardware management and installation
- Troubleshooting issues with Network printers and migrating print servers
- Group Policy management
- AD Management/Microsoft AZURE

Sharepoint creation and management DHCP Server management Switching and Routing

Recommend, build, quote and install Full IT/Server/NAS solutions for police and state departments in Maryland and surrounding areas. Demo products to clients and users Implement scheduling and release of new software coordinating with vendor Responsible for coordinating new office moves Virtual server migration Virtual network migration AZURE Cloud experience Bringing up new offices across the United States Responsible for 8 Sites nationwide System Administrator III Agency Holding Company May 2016 to December 2016 -via spiceworks/jira Resolved technical issues for approximately 125-150 users with LAN, WAN, laptops, desktops and mobiles issues via the JIRA ticketing system ? Installed computer peripherals and equipment for users ? Gained feedback from customers about updates with equipment and systems ? Experience troubleshooting Windows 7, Windows 10, and mobile devices ? Active directory support ? Windows Server 2008 support Network management applications such as Active Directory, DHCP, DNS Windows Server Updates Ensured systems were up to date with correct software Install and track assets via SpiceWorks Systematically followed up with issues via JIRA Answer phones to reset users passwords Assist local and roaming staff with laptop issues Integrate to windows 10 atmosphere

Support wsus printer issues GPO update support Perform system tape and network backup maintenance daily Systems Administrator II Johns Hopkins Hospital September 2015 to February 2016 - via Jira ? Resolved technical issues for approximately 125-150 users with LAN, WAN, laptops, desktops and mobiles issues via the JIRA ticketing system ? Installed computer peripherals and equipment for users ? Gained feedback from customers about updates with equipment and systems ? Experience troubleshooting Windows 7, Windows 10, and mobile devices ? Active directory support ? Windows Server 2008 support ? Network management applications such as Active Directory, DHCP, DNS, ? Managed antivirus, Norton, Kaspersky endpoint ? Ran back up reporting to cloud servers and NAS's ? Ran reports to determine malfunctions that to occur ? Coordinated with central IT to ensure the upgrades of departments computers and systems to run applications specific to give users/doctors an easier experience ? Windows Server Updates ? Ensured systems were up to date with correct software ? Install and track assets via SpiceWorks ?

Systematically followed up with issues via JIRA ? AVIA phone support ? Troubleshot media server issues ? Coordinated with vendors to resolve issues Systems Analyst ? Application development/debugging for ophthalmology equipment and computes ? Worked with vendors to ensure our users were getting the best experience possible with our applications ? Troubleshot issues with systems using Diacom ? Image users computers that were using systems for work-based use ? Logix for coding issues with applications IT Regional System Admin Seasons Healthcare Management September 2014 to August 2015 Managed 10 sites (MD/MA/CT/DE/NJ/PA) from regional office in Maryland Provided end users with support in their laptops and desktops, Windows 7, 10, Apple OSX- Mountain Lion Mobile device management support, Apple Devices, Android Active Directory Support Add/Remove users from Domains/Groups Create and Edit Shared files on Servers Windows Server 2008 support Microsoft SQL remote issues Create shells for databases on servers Avia IP phone support Microsoft office 2010 DHCP, DNS, issues Manage all Healthcare IT issues Work with team to ensure our health care professionals have up to date, working systems and devices Installed cisco switches and Routers Installed Fortigate Firewalls, managed Firewall operating system Managed all IT operations for my provided sites. Oversee and deploy all inventory asset as well as reconciliation for each site and manage inventory of systems and phones Identify connection issues in offices on laptops, desktops and servers Strategically work with vendors to ensure all connection and systems are working for new offices and office maintenance Ran low voltage wiring for new offices acquired Managed Windows 7 and server 2007 environment Printer fixes and computer hardware issues - technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Utilized ticketing systems to strategically solve end users issues in a timely fashion with accuracy Help Desk/Tech Support Rogers Technical Services, Inc June 2013 to September 2014 Installed and maintained various operating systems including Windows 7, Windows server 2007 Applied knowledge learned from troubleshooting various issues with client systems to fix problems normally found on the ordinary work system Microsoft office 2010 break/fix Active Directory support Adding and removing users and users

systems from Domains Guided employees through detailed instructions to streamline the ticketing system via phone call Repaired systems in facility to always be running at optimal performance levels Simple printer fixes/Computer hardware issues technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Write training manuals. Train computer users. Maintain daily performance of computer systems. Respond to email messages for customers seeking help. Ask questions to determine nature of problem. Walk customer through problem-solving process. Install, modify, and repair computer hardware and software. Clean up computers. Run diagnostic programs to resolve problems. Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. Install computer peripherals for users. Follow up with customers to ensure issue has been resolved. Gain feedback from customers about computer usage. Run reports to determine malfunctions that continue to occur.

Data Processing Specialist/Marketing Associate Cathedral Stone Products - Hanover, MD February 2012 to June 2013 Used open ended discovery questions to determine customer wants and needs, then applied the knowledge and information gained to meet and offer customer services/products that fulfill the customers desires. Prepared data for output to a variety of devices in printed and electronic media Processed marketing data according to client requirements, established specifications and procedures Assisted Chief Operating Officer in daily routines to achieve creative and efficient solutions to client objectives Installed and maintained various operating systems including Windows Xp, Windows 7, Windows Server 2007, Mac Osx Microsoft 2010 break/fixes Maintained accurate and up-to-date documentation of project details Systematically cross-trained with other team members on all ongoing programs and projects, assessed current approach and suggested improvements when appropriate Assisted Chief Operating Officer by troubleshooting errors commonly found on workplace computers

Education Bachelor's in Bachelor of Science Information Systems Management Strayer University-District of Columbia - Stevensville, MD March 2017 to Present Associates of Applied Science in Computer Networking Technology TESST College of Technology - Baltimore, MD November 2013 Skills

Service Desk, Active Directory, Cisco, Vmware, Strategic Planning, Exchange, Network Administration Certifications/Licenses MCSA-Office 365 February 2019 to 2024 PSQL January 2019 to Present MCSE-Azure Architect January 2019 to 2024

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