

System Administrator Sr System Administrator Sr System Administrator Sr - Harris County Houston, TX Detailed-oriented Service Desk Technician Senior with over 7 years of experience in information technology, student services, and project management. Ensuring the ability to provide advance computer support for basic software/hardware troubleshooting, manage end user service support based on incoming tickets or phone calls, provide technical leadership support for internal staff members, and maintain a current inventory of campus equipment for assigned area(s). Highly efficient in SCCM, Mac OS/iOS, PeopleSoft/Oracle, SQL, software/hardware assurance testing, Windows OS, and Microsoft Office Suite. Work Experience System Administrator Sr Harris County - Houston, TX June 2018 to Present Provide technical support to end users, including but not limited to application settings, hardware/software troubleshooting, MAC OS and iOS troubleshooting, and Windows OS troubleshooting Manage Harris County technology resources including CaseWorthy database (SQL), SharePoint, IFAS, SignOut (SQL), website applications, Service Manager Install, configure and maintain Windows 7, 8, and 10, MAC OS and iOS, DNS, DHCP and print server and drivers Facilitate technical training, ensuring end users can operate Harris County databases including but not limited to CaseWorthy database, IFAS, SharePoint, and SignOut (SQL) Perform network and server startup and shutdown procedures Create and configure new user account settings, including but not limited to Active Directory and user application settings Install, configure, and program Cisco/Avaya phone capability including device service type, and CMM/UM voicemail Manage, design, and implement Harris County databases according to end users' suggestions and accommodations Maintain inventory tracking on current and new devices and computers Provide support installing/removing network drops such as CAT 5 and analog cabling Manage federal procurement processes including but not limited to creating/modifying RFP's, IFB's (Sealed Bids), RFQ's, and supply requisitions Facilitate community events ensuring wireless networks, laptops, printers, projectors and other devices are functioning properly Evaluate technology equipment ensuring devices are operational Veteran Affairs Assistant Houston Community College System - Houston, TX June 2016 to Present Maintain Veteran Affairs technology resources including department website (terminal Four), SharePoint, PeopleSoft, and

Laserfiche Facilitate technical training for all department members, ensuring their ability to operate department applications and technology resources Assist with the development and implementation of programs and procedures to enhance department efficiency Manage, design, and implement department SharePoint and Internet site, including but not limited to creating user permissions, customizing layouts/webparts, and updating content Install and configure new user default settings, including but not limited to adding network printers and mapping department network and SharePoint drives Prepare and present statistical reports on system-wide groups to the Director, Vice Chancellor and Associate Vice Chancellor of Student Services Oversee records management, including but not limited to processing confidential files, regulated audits, and data clean-up Provide technical support for veteran students, including MAC OS and iOS troubleshooting, Windows OS troubleshooting, and Adobe Acrobat Computer Repair Technician CSAT Solutions - Houston, TX December 2017 to April 2018 Disassemble machines to examine parts, for wear or defects, using hand or power tools and measuring devices Conduct diagnosis of problems according to customer complaint Advise customer call center on equipment concerns, maintenance, and/or repair approvals Repair laptop and desktop units according to requirements, using hand or power tools and measuring devices Reassemble machines after making repairs or replacing parts Analyze equipment performance assess equipment functioning Clean and adjust mechanical parts to maintain machines' operating efficiency and to prevent breakdowns or returns for repair Inspect units for cosmetic defects and reports findings in traveler Completes repair tickets Install and configure new equipment, including operating software and hardware components for Windows OS and MAC OS/iOS Read and research specifications, such as blueprints, charts, or schematics, to determine machine settings or adjustments Maintain repair parts inventories and places order for any additional parts needed for repairs Reinstall software programs or adjust settings on existing software to fix machine malfunctions Computer Network Trainee JAKN Systems & Networking - Houston, TX June 2015 to May 2017 Install, configure and maintain Windows 7, 8, and 10, MAC OS and iOS, DNS, DHCP and print server and drivers Update user and computer accounts in Active Directory for current employees, new hires, and

terminations    Resolve users reported problems for all Applications Development modules    Install and configure new computers, including operating software and hardware components    Provide support during internal moves from hardware and software perspective    Perform network startup and shutdown procedures    Confer with network users on suggestions and processes to improve company efficiency

Education    Computer Engineering Technology    Texas Southern University - Houston, TX

Skills    Ios, Active directory, Cisco, Router, Switching, Networking, Sharepoint, Sql, Avaya, C++, Peoplesoft, Assembly language, Ms-dos, Java, Mac, Mac os, Lan, Microsoft office, Microsoft outlook, Outlook

Additional Information    TECHNICAL SKILLS    Operating System and Software: SCCM, Cisco/Avaya Phone Support, PeopleSoft, Laserfiche, SQL, SharePoint, Terminal Four, Domains and OU's in Active Directory, Windows OS, Windows Server, Mac OS and iOS, MS-DOS, Microsoft Outlook, Microsoft Teams, LAN Networking, Assembly Language, C++ Programming, Java Programming, Microsoft Office Suites

Hardware: PC and Laptop assembly and repair, installing configuration and troubleshooting using DELL, Hewlett Packard, Apple, Lenovo, Chrome compatible hardware, Circuit Analysis, Digital Systems, Knowledge of WAN router and switching operations

Name: Tammy Flores

Email: donald10@example.org

Phone: 531.640.9826x41053