

Systems Administrator I Systems Administrator I Worcester, MA To combine my background in sales with my passion for technology in a role that will allow me to grow both myself and the business. Authorized to work in the US for any employer Work Experience Systems Administrator I Hologic - Marlborough, MA December 2017 to Present Provide 2nd and 3rd line technical support to the internal business via phone, walk-ups, email and the ticket management platform My ServiceNow. Ticket management and ownership with root cause analysis when appropriate C-level lead support technician. Experience with "White Glove Support" for high level employees. Manage and maintain IS assets, network, contacts and service contracts inventory Triage and troubleshoot moderate to complex end user problems. This would include the usage of remote diagnostic tools to support off-site users. Created online documentation to help employees resolve day to day issues Provide 1st/2nd line support for Enterprise applications including Oracle, Agile, Siebel, Salesforce and QlikView escalating incidents and liaising with third party support where appropriate. Experienced with On prem to O365 Microsoft mailbox migration Maintained mailboxes via Powershell/Exchange Admin. Handled creations, Managed permissions, etc. Creation of Powershell scripts to help with day to day management of Active Directory and Exchange inboxes. Provide training for Enterprise applications and perform IS inductions for new starters. Management of our leavers process when required. Configure and deploy PC/laptop Hardware. Software deployment via SCCM Active Directory Admin Manage corporate mobile devices (Ipad/Iphone) via MobileIron MDM. Manage and Maintain Salesforce Accounts. Carbonite Backup Administrator Box Administrator Office365 Admin Microsoft Exchange Admin Internal Webex Administrator (Creating and Maintaining) Cisco Unity Administrator (creation of new accounts, setting up phone system) Lead Tech for our Corp. headquarters on Cisco video conference systems. Maintenance of files and records for auditing purposes and the ability to create clear, understandable technical documentation for the benefit of internal personnel.

Ensure security of devices remains at the forefront of company objectives through the understanding and usage of the enterprise applications. (Splunk, Carbonite backup) Relationship Manager Bank Of America - Shrewsbury, MA November 2016 to November 2017 Work directly

with consumer and small business clients to understand unique financial needs and recommend the best products, solutions, and services to meet those needs. Collaborate directly with Investment Advisers and Mortgage loan officers to best assist clients when those opportunities arise. Solution Specialist/Small to Medium Business Core Team Leader Verizon Wireless November 2015 to November 2016 Responsible for positioning a wide range of solutions and services to new and existing customers. Responsible for maintaining current and dynamic sales metrics. Responsible for generating and executing on small business leads Responsible for adhering to all sales processes and procedures as established by region and by Corporate. Responsible for executing promotions and meeting or exceeding established sales goals as established within District. Responsible for handling any and all customer service issues. Location Manager/B2B Specialist Sprint Arch Telecom - Saugus, MA April 2015 to November 2015 Support and train 6 sales associates Handles all day to day operations of the store Certified Lead Technician in service and repair of device Hardware and Software Drives team to hit all sales metrics put forth by Sales Director Responsible for the stores appearance adhering to planogram created by Sprint Corporate Assistant Manager/ Store Manager Go Wireless/Verizon Wireless Retailer December 2011 to April 2015 Brockton, Quincy, Marlborough MA Responsible for selling products and services to new and existing customers. Responsible for maintaining current and always changing sales metrics. Regional hands on network and tech support for GoWireless Locations Responsible for generating and executing on small business leads Responsible for adhering to all sales processes and procedures as established by region and by Corporate. Responsible for executing promotions and meeting or exceeding established sales goals as established within District. Responsible for handling customer service issues. Customer Sales Associate/ Team Leader Lowe's - Brockton, MA January 2011 to November 2011 Contributed to overall corporate success through the efficient ordering, merchandising, selling and maintenance of products and associated items. ? Fully Licensed Power Equipment Operator Customer Sales Associate Home Depot - Rockland, MA July 2008 to January 2011 Ensured customers received the best possible service through suggestive selling and product knowledge. Fully Licensed Power Equipment

Operator Maintenance Worker Work Inc - Dorchester, MA June 2007 to September 2010 Clean and Maintain Public and Private Facilities Occasional Job as Supervisor Education Bachelors in Information Technology Southern New Hampshire University - New Hampshire 2015 to Present High School Diploma Whitman-Hanson High School - Whitman, MA 2004 to 2008 Skills System Administrator I (2 years), Active Directory Administrator (2 years), Salesforce Administrator (2 years)

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