Aira Agent Aira Agent Tech Professional Ann Arbor, MI Authorized to work in the US for any employer Work Experience Aira Agent Aira Tech Corp - La Jolla, CA July 2018 to July 2019 Effectively navigate blind users through any life situation, including navigating airports, public transit, job- related tasks, housework ? Provide objective visual information to enhance the way blind and low-vision people experience and interact with the world. Engineering Systems Consultant Fiserv Inc - Alpharetta, GA February 2018 to October 2018 Served as the technical lead and main point of contact for several projects, building and managing virtual servers. ? Assisted with infrastructure development for onboarding new clients onto mobile banking platforms. Server Administrator Franklin County Data Center - Columbus, OH November 2016 to January 2018 Worked with web developers, network engineers, operations staff, Sheriff deputies, elected county officials, C-level executives, detectives, veterans services, county social services staff to maintain county server infrastructure. ? Led a team of 4 engineers to resolve and remediate ticketing efforts for all 6,000 county users and public-facing sites Procurement Implementation Specialist American Express GBT - Tampa, FL February 2015 to May 2017 Developed and maintained relationships with global branches of American Express GBT in Mexico, Argentina, Norway, Denmark, Sweden, and Netherlands. ? Coordinated between business and technical teams to assure a proper global integration of new procurement solutions. Behavioral Analyst Associate Eisenhower Center - Ann Arbor, MI April 2014 to March 2015 Worked with psychiatrists and healthcare professionals to provide direct care to clients ranging from young adults to geriatrics suffering from traumatic brain injuries. ? Actively diffused and redirected clients experiencing aggression, mood instability and impulsive behavior. Client Care Specialist Quicken Loans - Detroit, MI January 2013 to October 2013 Served as a main point of contact for 150-200 clients through a technology-based mortgage refinance platform. ? Communicated with mortgage bankers, loan underwriters and various other teams and served as a liaison between internal teams and clients. Education B. A. in Psychology Eastern Michigan University September 2008 to December 2012 Skills testing, Active Directory, Security, Active Directory, training, Security, Vmware, Windows Server 2003/2008/2012/2016, Deploying Linux Systems, Expertise in Administration and supporting Windows Server

2003/2008R2/2012 Active Directory, DNS, DHCP, LDAP Sharepoint, Microsoft Exchange 2003/2010 and Office Office 365., Expertise in Administering and supporting Windows 2003/2008/2012/2016 Active Directory (AD), GPO s Group Policy Manager, GPO Security Policies, AGPM (Advanced Group Policy Management), DNS, DHCP, WINS, Microsoft Exchange 2003/2007/2010/2013 and administration including creating mailbox for all groups, users and Distributed Lists on Exchange.

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