Help Desk Administrator Help Desk Administrator Help Desk Administrator Huntington, IN IT Specialist with over 20 years of experience in the field. Proficient in Windows 2000 - 2012r2 Server, Exchange Server, Lotus Notes, Office 365, TCP/IP, DNS, Windows XP, Windows 7, 8, 10, Document Imaging, AS/400 administration, Wireless Access Points, Sequel, Query and Report writing, and a wide range of other Hardware and Software. Work Experience Help Desk Administrator Weaver Popcorn Manufacturing - Van Buren, IN January 2019 to July 2019   Office 365 Admin   Manage Windows 2003-2018 Servers, SQL Server, Active Directory, and Network.   Printer Support.   Azure   Users, adds moves and changes.   PC Builds. Windows 10.   Zebra printer support.   As/400 ERP System support for PRMS Plant Support Technician Continental Structual Plastics April 2018 to July 2018 Support Servers, PC's, and Users in a Virtual Server Environment.   Manage Windows 2003-2012 Servers, SQL Server, Active Directory, and Network.   RFID Project for Traceability.   Users, adds moves and changes.   Zebra printer support. IT Technician Help Desk Administrator Wabash Castings - Wabash, IN September 2017 to October 2017 Layoff Support Servers, PC's, and Users in a Virtual Server Environment.   Manage Windows 2003-2012 Servers, SQL Server, Active Directory, and Network.   VMWare vSphere server environment. 80% Virtual Servers.   Support Users with Various applications used in the manufacturing environment, such as AIM, Autocad, Minitab, Greatplains, and more.   PC and Laptop rollouts   Server Updates. Network Administrator Pathfinder Services - Huntington, IN July 2012 to September 2017 Support Servers, PC's, and Users in a 450 user and 50 Server environment.   Manage Windows 2003-2012 Servers, SQL Server, Active Directory, and Network.   VMWare vSphere server environment. 80% Virtual Servers.   Backups (w/ Cloud disaster recovery), User Maintenance, Help Desk Calls, Remote support through Citrix 4.51. Lotus Notes 8.5 Support.   Shoretel Phone Switch Support   Responsible for all adds, moves, and changes for the organization which includes 5 offices, plus all of our group homes. (450 Employees)   Also responsible for setting up new PC's, Microsoft Surface Pro's, iPads, and iPhones for the company.   Going through an upgrade of all servers to new hardware, and latest OS.   Office 365 Upgrade. We are currently upgrading all users to Office 365 from IBM Lotus Notes. Network Administrator / IT Specialist

Harvey Industries LLC - Wabash, IN September 2011 to July 2012 Support Servers, PC's, and other Hardware in a Manufacturing Environment. Managed Windows 2003-2008 Servers, SQL Server, Active Directory, Email, and Network. Support Windows XP and Windows 7 machines. Application support for Great Plains and AIM. VMWare VPN, Firewall support, WatchGuard. Manage backups of all servers. Disaster Recovery. Support Technician Depuy Orthopedics - Warsaw, IN December 2010 to September 2011 Support PC's, Printers, and Hardware in a Lab / Manufacturing environment. Tape Backups, Windows XP, Remedy (Help Desk System), Active Directory, and AS/400. Supported Windows XP machines in an environment with over 1000 users Remedy (Help Desk System) Imaging Windows XP machines. Remote support. Training Help Desk / Telecommunications Analyst Our Sunday Visitor - Huntington, IN November 2009 to December 2010 Work with 2 other Help Desk Technicians to support over 250 users, and Computers. I also supported and maintained over 70 Printers in the building. Supported Windows XP, and Windows 7 machines. Supported our Avaya Phone Switch Office 2007 Apple MAC Support Network Administrator - Analyst / Value Added Services Manager Stride Rite Distribution Center - Huntington, IN February 2003 to October 2009 Supported the daily IT Systems necessary to run a 500,000 sq. ft. Distribution Center. Responsible for desktop application support, maintenance contracts, printer maintenance, PC Maintenance, and also the Pyramid Warehouse Control System. In addition to my I.T. Responsibilities, I was in charge of Value Added Services, and managed small teams of 5-10 associates to fulfill customer requirements. Managed software and hardware at the DC consisting of Windows 2000-2003 servers, DNS, and DHCP. AS/400 server and Manhattan PKMS, Supported 50 Desktop PC's, 50 AS/400 terminals, Document Imaging System, 40 Zebra label printers, and 30 laser printers. Managed IT Sarbanes Oxley Compliance Installed, configured, and managed the Wireless Network. Implemented a new Conveyor Control System Trained employees Report writing, Queries, and Sequel. Network Manager Wiley Metal Fabricating - Marion, IN September 2001 to February 2003 Managed a Windows NT Network, and provided user support for software and hardware. Hardware and software troubleshooting, Web site design AS400 maintenance, JD Edwards support, Server setup. Plant Network Analyst Hayes

Lemmerz Intl - Huntington, IN September 1996 to August 2001 Maintained a 70 user Novell 5.0 / Windows NT network. Client's pc's are about half Win95 and half Win98. Responsible for purchasing all computer hardware and software.   Training and procedure writing.   Preformed an upgrade of all Novell 3.12 servers in 1999 to Netware 5.0.   Upgraded from a 10 base-t network to 100 base-t switches with a fiber optic backbone. Education Associates Degree Ivy Tech State College - Fort Wayne, IN May 1995 Skills Active directory, Cisco, Citrix, Dhcp, Vmware, Xenapp, Dns, Exchange, Remedy, As/400, Pkms, Sarbanes oxley, Veritas, Jd edwards, Kronos, Unix, Veritas backup exec, Backup exec, Security, Wireless

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