

Systems Administrator Systems Administrator Systems Administrator - Herr Foods Inc Middletown, DE Seeking opportunity to utilize my professional experience and skills as a medium business Systems Administrator. Thus, establishing a career path in company with room for growth. Work Experience Systems Administrator Herr Foods Inc - Nottingham, PA 2017 to Present Projects: Developed and implemented system upgrades across the company for network system upgrades for both hardware and software. Updated real time system security software for mobile and remote access for all users Developed system qualification test plans for production devices Job Responsibilities: MS O365 Admin (Tenant Admin, O365 User Adoption, Training and Support) Network Admin (Cisco Switches, Cisco WAP, LAN, WAN, SDWAN) Mobile Device Management Admin (MaaS360, MS Intune, IOS, Android) Mobile Application Management Admin VPN Admin Support of real time system data security (RSA, Cisco AnyConnect, MS Authenticator) Citrix Server/User Session Support (Citrix Director, Citrix Receiver, XenApp 7.6) Enterprise Server Admin (backup server, DC Server, File and Print Server) Escalation Contact Support for Help Desk Team Technical Support Engineer I TA Instruments 2011 to 2017 Job Responsibilities: Provided support (diagnosis/troubleshooting) via phone or email to Field Service Representatives, Technical Representatives, Territory Managers, & Applications Support Engineers who are experiencing complex instrument and/or software problems. Provided support (diagnosis and troubleshooting) directly to customers/users via phone and/or email when problems have escalated to a higher degree of complexity or when accepting overflow of calls from Service Hotline. Provided support (diagnosis and troubleshooting) via phone and/or email to Subsidiary and Representative Service Organizations worldwide. Traveled domestically and internationally to provide support and training to all service organizations. Provided basic and advanced service training to Field Service Representatives worldwide. Prepare and maintain necessary training materials. Reported design, reliability and maintenance problems or bugs to Design Engineering/Software Engineering through direct communication/interaction or Corrective Action Request (CAR) system. Followed up with Design Engineering, Software Engineering, and Manufacturing on product quality issues. Represented Service Department at general quality meetings and/or projects that require approval

for shipment (AFS). Prepare all required reports and documentation. May also participate in any required product testing. Created and distributed Technical Bulletins, with important Service information, to a worldwide distribution. Created and maintained service manuals and procedures for supported instrumentation. Prepared and Maintained required ISO service procedures.

Electro-Mechanical Assembler Testing Machines Inc 2010 to 2011 Job Responsibilities:

Assembled a variety of electronic, electro-mechanical and mechanical instruments and subassemblies Performed test and calibration on finished instruments. Troubleshooted and repaired subassemblies and assembled instruments. Education B.S in Computer and Network Security Wilmington University - New Castle, DE May 2013 A.A.S in Electronics and Computer Engineering Technology in Electronics and Computer Engineering Technology Delaware Technical Community College - Newark, DE May 2010 Skills System Administrator, Active Directory, VMware, System Admin

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