

End User Support Analyst End User Support Analyst Supervisor, Desk Side/End User (Level 3 Support) & VTC Bridge Technician Chicago, IL Successful and dynamic track record in information systems/technology environments Experienced and energetic professional with excellent customer service skills; proficient in management, operations analysis, program development, and training.

Key skills include: Executive Level IT/IS Support Mac OS Management Level 3 - Desk Side/End User Support Systems Engineering/Administration Active Directory Administration Microsoft System Center Configuration Manager Work Experience End User Support Analyst Allied Digital Services Ltd - Chicago, IL November 2018 to Present Provide executive and staff support in the deployment, operation and maintenance of Mac OS devices. Provide supervision and management support for service desk staff Responsible for on-site and/or remote installation, implementation, maintenance, troubleshooting of Windows / Apple devices. Provide senior level user support and troubleshooting for Citrix XenDirector, Virtual Apps and Desktop (Virtual Desktop Infrastructure Appliances). Systems Engineer & Analyst The National Center - Chicago, IL May 2013 to November 2018 60649) \* Supports and facilitates management of digital media and web broadcasts; manage support for information technology systems, networks and internet web services; provides analytics and recommendations based on social media, business and news analysis; \* Responsible for the management and formulation of policy for site and cyber security

Systems Administrator Alpha Maxx Health Care, Inc - Memphis, TN December 2012 to April 2013 38103) \* Served as systems and network administrator of Windows Server 2008 R2 network and VMware/vCenter (4.0/4.1/5.0) virtual environments; Responsible for maintenance of health informatics system, CaseTrakker Enterprise in support of the clinical staff in managing high-risk pregnancies; V.P. - Information Systems / Systems Administrator Alpha Maxx Health Care, Inc - Memphis, TN February 2011 to November 2012 38103) \* Assistant manager of staff of 25 registered nurses, licensed clinical social workers and administrative staff on behalf of the company's president and CEO. \* Served as administrator of Windows Server 2008 R2 network and VMware/vCenter (4.0/4.1/5.0) virtual environments; Responsible for maintenance of health informatics system, CaseTrakker Enterprise, in support of the clinical staff in managing high-risk

pregnancies; \* Responsible for management and maintenance of all hardware and software IT/IS resources which included file servers, domain controllers, application servers, desktop computers and other peripheral devices. Managed and maintained Windows Active Directory OUs and network systems, which included maintaining the interoperability of systems. Education Certificate Illinois PERC Card & State Certificate U.S.A.F. / U.S. Air Force School for Aeronautics & Aerospace Sciences Skills Citrix XenApps (1 year), Citrix Workspace (1 year), Cisco Switches (5 years), HP Servers (5 years), Vmware (6 years), Mac OS X (10+ years), Windows (10+ years), Microsoft Office (10+ years), Adobe InDesign (10+ years), Adobe PhotoShop (10+ years), BlackMagic VideoHub (10+ years), Adobe Acrobat (10+ years), Service Now (1 year), Microsoft System Center Configuration Manager (1 year), Microsoft Server 2008 (4 years), Microsoft Server 2016 (4 years) Military Service Branch: Air Force Service Country: United States Rank: E-4 Electronics and Avionics Systems Mechanic Assessments Supervisory Skills: Directing Others Highly Proficient May 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/mki2jiitxjoywtss](https://share.indeedassessments.com/share_assignment/mki2jiitxjoywtss) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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