

Systems Engineer III, Technical Lead Systems Engineer III, Technical Lead Technical Lead - All Covered N Billerica, MA Work Experience Systems Engineer III, Technical Lead All Covered - Concord, MA November 2014 to Present Technical lead for All Covered's service desk operations out of the Boston Market Responsible for engineer training and oversight of service desk processes Primary administrator of managed services platform, responsible for patching and monitoring configuration Systems Engineer I, II, III Thrive Networks - Tewksbury, MA July 2012 to November 2014 Provide remote and on-site support for over 300 companies across the country Design, deploy, maintain systems and network solutions to fit many different professional needs Considered a high level resource for more difficult and complex issues Nominated as team leader to help younger engineers grow and become more comfortable in their roles Lead Orientation Assistant & Peer Mentor Rochester Institute of Technology - Rochester, NY August 2008 to August 2011 Lead incoming freshman through a week of training and guided them to a successful first year of college Trained and managed a group of Orientation Assistants for RIT's New Student Orientation program Network/ Systems Administrator Intern Covanta Energy Inc - Morristown, NJ June 2008 to August 2011 Created and documented network topologies, deployed & performed major system upgrades across North America Acted as a resource for the support team, performing phone and desktop support for over 50 locations, predominantly at the corporate headquarters Procured and supported cutting edge hardware including Cisco IP phones, Blackberry & Apple smartphones Systems Administrator Elite Sampling and Media Group - Kinnelon, NJ January 2007 to August 2011 Implemented remote file cloud solution for access between company's multiple offices Geek Squad Technician Best Buy - East Hanover, NJ November 2005 to January 2009 Exceeded department performance requirements such as SLA's and customer satisfaction survey scores Serviced troubled computers, directly interacted with customers Education B.S. in Applied Networking and System Administration in Applied Networking and System Administration Rochester Institute of Technology - Rochester, NY November 2011 Skills Microsoft Exchange (6 years), Active directory (6 years), DNS (6 years), DHCP (6 years), VMware (6 years), Android, iOS, Malware (10+ years), Ubiquiti Unifi (3 years), Windows Server (6

years), Windows (10+ years), MacOS (10+ years), Axcient (6 years), Cisco Meraki (6 years), SonicWALL (6 years), Synology (6 years), Kaseya (6 years), N-Able (6 years), Office 365 Administration (6 years) Links <http://lnkd.in/f-SCSW> Certifications/Licenses Axcient Certified Expert June 2017 to Present Certified Meraki Networking Associate March 2016 to Present Microsoft Certified Systems Engineer (MCSE) June 2014 to Present

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