

Systems Administrator Systems Administrator Cedar Springs, MI Authorized to work in the US for any employer Work Experience Systems Administrator Kraft Business Systems - Grand Rapids, MI April 2018 to May 2019 Part of a team of 3 Systems Administrators working with 80-85 small businesses including Doctors Offices, Law Offices, Manufacturing and others. Provided technical support for those business which included managing user accounts and permissions, managing windows patches, office licensing and email via Office 365 and Azure AD sync. I also worked with new clients to evaluate and redesign their internal network based on the company needs. Redesign work included Server OS upgrades as well as switch, firewall, wiring and wireless hardware upgrades. Junior Network Administrator CU\*Answers, Inc. - Grand Rapids, MI July 2016 to April 2018 As a Junior Network Engineer, I am part of a team responsible for managing all computer and network related services for around 250 credit unions across the United States. Responsibilities as part of this roll include Direct Customer support with Microsoft related software and operating systems and workstations peripherals, site-to-site secure vpn's including secure remote access firewalls, Cisco routers and implementation of top security protocols and other various responsibilities. IT Technician Kent Intermediate School District - Grand Rapids, MI June 2014 to July 2016 Responsibilities included Supplying end user helpdesk support including hardware support, Active directory administration and group policy objects, google admin support and account management, ruckus wireless access point management, as well as multiple web-based and application-based software support. Education B.S. in Network Management and Security Davenport University - Grand Rapids, MI January 2014 to May 2019 Vocational School in Cisco Routing and Switching Kent Career Technical Center - Grand Rapids, MI September 2012 to May 2014 High School Diploma Cedar Springs High School May 2014 Vocational in Information Technology Kent Career/Technical Center - Grand Rapids, MI 2012 to 2014 Skills It Service Management (3 years), Active Directory (3 years), Ruckus Wireless Systems, Unix Administration, TrackIt! Helpdesk Managment System, Desktop Diagnostics and Repair, Cisco Routing and Switching (2 years), Call Center Support (3 years), Windows Server 2016 (1 year), Windows Server 2003/2008/2012 (3 years), Microsoft Exchange Server 2003/2010/2013 (3 years), Office 365

Business Email Management (1 year), Cisco Umbrella Content Filter Management (1 year), Dell Sonicwall Firewall Management (2 years)

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