

IT Manager-System Administrator-Help Desk I-III IT Manager-System Administrator-Help Desk I-III

IT Manager-System Administrator-Help Desk I-III - Robert Half Technology Aurora, IL Pursue a career in IT Operations to mitigate risks and elevate operational efficiency to build on a company's success. Authorized to work in the US for any employer Work Experience IT Manager-System Administrator-Help Desk I-III Robert Half Technology December 2015 to Present Complete project tasks for SOC2 audit for Chief Information Officer. Configure and deploy Windows Deployment Services server to replace USB Clonezilla deployment process. Research options for virtualization in VDI to reallocate IT expenses away from end-user hardware. Develop and document new operational procedures for corporate IT operations. Audit IT inventory and provide asset replacement advisory report to CIO. Perform technical changes to accounts as needed (adding/deleting users, password resets, auditing AD groups, etc.) Manage all helpdesk operations and optimize performance to meet SLA. Migrate, configure and manage PRTG network monitoring and enable it to auto-generate trouble tickets. Install server operating system, configure for network monitoring, image deployment and virtualization in VDI. Develop and document new operational procedures for helpdesk and system administrator roles. Correct outdated inventory database and provide asset replacement advisory report to IT Manager. Perform technical changes to accounts as needed (adding/deleting users, password resets, etc.) Research and advise IT management on methods by which more accurate and timely reporting of important events can be implemented requiring no additional labor resources post-implementation. IT Security and Compliance Analyst TEK Systems - Naperville, IL July 2015 to December 2015 Review and correct all gaps identified in Shared Assessments Shared Information Gathering and Agreed Upon Procedures audit for Aetna Insurance and Blue Cross Blue Shield Minnesota. Review and recommend modifications to corporate security policies. Draft new corporate policy documents for approval to eliminate gaps in policies and procedures. Meet with department managers to evaluate and document operational procedures to ensure compliance. Secure and optimize Active Directory environment. Perform technical changes to accounts as needed (adding/deleting users, password resets, etc.) Write detailed, technical documentation about roles and responsibilities

within Active Directory, specifically as it relates to security IT Lead Systems Analyst Robert Half Technology - Romeoville, IL January 2015 to July 2015 Assist with student/faculty login issues Assist with software purchase/installation Provide guidance to Robert Half contractors Assist with Tier II issues on request IT Support during student testing Helpdesk Technician MNJ Technology Services - Lombard, IL November 2013 to January 2015 Provide network, wireless, VoIP phone, computer, server, application and malware support remotely and onsite Maintain and track inventory in ConnectWise Ticketing/CMDB Active Directory management for various clients Support for servers, PCs, printers, tablets and virtual environments Monitor and provide detailed failure details to engineers for Cisco Routers and Switches Creation and updating of helpdesk & Build and Configuration Center process documentation Training for MS Windows Server 2012 administration and Windows 8 support Systems Administrator Robert Half Technology March 2013 to November 2013 Administration of all networked and local printer assets Documentation of all issues within Remedy ticketing system Help Desk Coordination Asset Tracking and Software License Tracking Management Active Directory Management and User Profile Migration Windows 7 compliance testing IT Consultant TEK Systems August 2011 to November 2013 Preload new computers with software specific to client facility Manage asset management for all laptops, desktops and kiosks Digitize invoices for software to reduce paperwork Act as lead for recycling of retired laptops and desktops Perform Help Desk duties as they arise Update Active Directory for client network access Assist with network diagnostics and plan resolutions Coordinate scheduling of sites amongst multiple technicians Backup and restore user data as part of PC Refresh Sales Event Specialist Action Link November 2010 to October 2013 Study manufacturer provided materials to discuss their product Train store sales staff on the features and benefits of the product Provide consultative expertise to customers regarding product Act as first point of contact when a customer calls or enters the store Demonstrate technology being represented on certain projects Close sale with customer so that store staff can complete the sale Complete daily reports on activities while in store IT Consultant Geneva Technical Services - Kankakee, IL October 2012 to December 2012 Preload new computers with Provena SCCM Image

Disconnect old computer and replace with new preloaded computer Perform Help Desk duties as they arise IT Technician Installer R&R Solutions - Bloomingdale, IL July 2012 to July 2012 Run new Cat6 networking cable for new Access Points in store Terminate cables and assemble Access Point hardware Secure network cables away from EMI generating equipment Systems Analyst Citgo Petroleum - Lemont, IL March 2012 to March 2012 PC Refresh and migration of user profiles to new computers Utilize DAMEware software to remotely service computers and migrate user data Diagnose computer hardware and software as well as network printer issues and escalate if necessary Inventory all technology assets including computers, monitors, software, accessories Provide first point of contact access to Citgo and contract staff in HP Service Center platform Improve efficiency, standardize layout and add capabilities to company intranet/website IT Technician Jewel Foods - Chicago, IL February 2012 to March 2012 Replace existing IBM POS equipment with NCR POS equipment Pack up and palletize old equipment in safe manner Connect new CPU, till, scanners and scale, keypad/display, receipt printer Initialize network boot for reimaging and enter specific lane settings Perform diagnostics on all equipment according to checklist and sign off Proactive Merchandising Representative CAST Retail September 2010 to February 2012 Retrieve weekly shipments from UPS for kiosk Transport product to secure location to verify counts and then to kiosk for filling Fill and clean kiosk while also verifying kiosk functionality Complete weekly reports on status of kiosk and product inventory. First point of tech support to home and business users Best Buy - Aurora, IL September 2007 to January 2008 Aurora, IL 9/2007 - 1/2008 Geek Squad Assign duties to all Geek Squad In-Store and In-Home staff daily.

Setup, upgrade and repair new and used computer systems Support launch of Apple product being introduced for first time in Best Buy Clean and restore infected and/or corrupted systems Prepare and resolve reports for internal corporate use First point of tech support to home and business users Direct department supervisor on how to setup remote repair station for Johnny Utah Assistant Network Administrator and Help Desk Facilitator ATMI Precast Inc - Aurora, IL May 2002 to September 2002 Network and server support for users ranging from end user to C-level at 9 locations. Ensured the consistent operation of company-wide network during Administrator's

absence Traveled to Chicago-based office to manage removal of viruses from infected computers

Perform daily server backups using Backup Exec Diagnose and resolve issues with Account Receivable/Account Payable system Migrate user data for software like Outlook, Lotus Organizer and AutoCAD 2000

Education B.S. in Business Administration in Business Administration Aurora University - Aurora, IL March 2018 B.S. in Computer Information Systems in Track DeVry University - Addison, IL

Skills Android (Less than 1 year), Cisco (1 year), printers (1 year)

Additional Information Computer Skills * SSAE16, SIG AUP, SOX, SOC2 audits * Policy and Procedure Technical Writing * Windows (XP, Vista, 7, 8, 10), Android * Windows Server (2003, 2008, 2012) * Network Administration, AD, SCCM 2012 * PC, Mac, Linux, Wyse, VMware, Hyper-V * Microsoft Office 2000-2016, Lotus Organizer 5 * PacketTrap, Kaseya, PRTG, GFI * Norton, Trend Micro, McAfee, Webroot, Symantec EndPoint, Sophos * ManageEngine, LabTech, LanSweeper * MPLS, Cisco Unity, Call Manager, Call Replay * Maintenance of Zebra printers * Backup Exec, EMC, Win Zip 9, WinRAR * Adobe CS5 and CS6 * Corel 8 - X, Paint Shop Pro 9 - XIII * HTML, CSS, Java, JavaScript, SQL, PHP * PASCAL, BASIC, Flash, C++, ASP.net * ASCII, Binary, BashScript, WScript * HP Service Center, ConnectWise, VM Infra * DAMEware, VNC, RDP6, GFI * WDS, MDT 2013, WAIK, VAMT

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