

Systems Administrator Systems Administrator Systems Administrator - Brighton Collectibles Azusa, CA To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the field of Information Technology. To obtain a position that will enable the use of my strong organizational skills, Sysadmin expertise, troubleshooting, and the ability to work well with others and be a team player. Authorized to work in the US for any employer Work Experience Systems Administrator Brighton Collectibles March 2019 to Present Managed WSUS to maintain operating system patches and software upgrades, and routine hardware configuration - Managed AD, DNS, Print Servers, and Sophos Admin Center Systems Administrator Windsor Fashions Inc October 2014 to March 2019 - Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements. - Administrate new store openings - Configures Cisco Switches, Ubiquiti and Meraki devices to maintain LAN changes within the company. - Manages AD, DNS, Print Servers, File Sharing server, and Kaspersky Security Center. - Deployed Group Policies when requested by management - Troubleshoot network issues (Wi-Fi, Switches, Firewall) within HQ - Managed and maintained that all PC s are updated and secured by Kaspersky - Installed and configured client and POS PC hardware and software, including phones and printers - Ensured timely and effective resolution to all Help Desk related calls by providing technical and procedural support - Resolving user issues according to established standards and updating and tracking IT Store Support Hot Topic Inc May 2014 to October 2014 - Ensure accurate follow up and tracking of issues on Track-It! software - Adheres to Service Standards by answering all Help Desk related calls in a courteous manner and meeting the expectations that 90% of calls are answered within 5 minutes - Installed and configured client and POS PC hardware and software, including phones and printers - Ensured timely and effective resolution to all Help Desk related calls by providing technical and procedural support - Resolving user issues according to established standards and updating and tracking IT Headquarter Support Forever 21 Inc January 2012 to May 2014 - End-user training and support - Client relationship management - Root cause analysis - System implementation - Rapid ticket response times

- Train interns    - Desktop support for 1200+ users    - DAMEW ARE remote access support    -  
Software support Adobe, AutoCAD, Office    - Maintain, troubleshoot and issue resolution    -  
Detailed documentation on solutions    Retail Sales Representative Verizon Wireless September  
2005 to October 2011 - Smartphone technical support    - Providing and selling customers with the  
correct equipment    - Assisting in Administrative functions of the store    - Blackberry, Android & iOS  
knowledge Education Associates Degree in Network Systems Administration in Network Systems  
Administration DeVry University July 2010 to March 2014 High School Diploma West Covina High  
School August 1998 to June 2002 Skills Networking, Active Directory, Windows, Vmware, Technical  
Support Links <https://www.linkedin.com/in/luis-sanchez-8a0b8546>

Name: James Hernandez

Email: kenneth97@example.net

Phone: (389)387-3672