Systems Administrator Systems Administrator Spring Hill, TN Accomplished IT professional with an exceptional track record looking to work full-time as a Systems Administrator. Very accustomed to working in a fast-paced environment that needs on-the-fly and accurate decision making with little-to-no supervision. Work Experience Systems Administrator Touchstone Medical Imaging - Franklin, TN April 2018 to Present   Group Policy/Active Directory creation and management. Setup and configured Chime system used with Skype integration for users to reach a Service Desk Specialist with a single click.   VMware server creation and maintenance.   Setup of KACE Systems Management Appliance for use as the Service Desk ticketing system.   Monthly workstation and server patching utilizing KACE SMA.   Head of software distribution and removal.   Standardized Image creation and deployment for all workstations.   Inventory and Asset management.   Sophos Antivirus and Encryption deployment and management.   Vulnerability mitigation using Tenable.io. Office 365 administration.   Veeam/Carbonite backup and retention setup and monitoring. Service Desk Specialist Touchstone Medical Imaging - Franklin, TN May 2017 to April 2018   Streamlined procedures for the Service Desk to better assist users and be the first point of contact on triaging all problems.   Head of Procurement for all IT equipment and monitoring delivery and invoicing - Saved the company over $20,000/year by negotiating shipping and item cost from vendors.   Answer, evaluate, and prioritize incoming telephone calls, voice mails, service desk tickets, and in-office requests for assistance from users.   Traveled to out-of-state sites to assist with installations and troubleshooting. Premier Support Solutions Asurion - Nashville, TN June 2016 to May 2017   Provided technical support for mobile carriers troubleshooting phone software, hardware, and networking issues.   Used numerous tools to remotely login and assist with technical support on mobile devices and any system that can be connected to a mobile device.   Supporting products across Windows, Android, Blackberry OS, Apple IOS, wireless technology - equipment and applications. Cook The Fairmont Pittsburgh - Pittsburgh, PA October 2015 to May 2016   Trained on Saut , Wok, Fryer, and Garde Manger dishes for breakfast, lunch, and dinner service at Habitat Restaurant.   Assisted with banquet prep, plating, and live action stations.   Fast paced and large volume show kitchen. Cook The Fairmont Orchid, Kohala Coast, HI April 2014 to October 2015

Trained on Saut , Fryer, and Garde Manger dishes for lunch and dinner service at both Browns Beach House and Hale Kai restaurants.   Successfully helped to roll out two full menu changes. Assisted with banquets as well as cafeteria preparations for over 500 covers.   Fast paced with very limited room to maneuver.   Arricia Italian Trattoria & Bar at the Hotel at Auburn University, Auburn, AL Intern Cook III: Daily preparation of all dinner service items.   Banquet and large food quantity preparation.   Fast paced and large volume show kitchen.   Century Restaurant and Bar at the Tutwiler, Birmingham, AL Intern Line Cook: Daily preparation of all service items.   Full comprehension of front and back of house operations.   Proper opening and closing procedures, from temping food to sanitizing the kitchen nightly.   Ronald McDonald House Charity Beer Dinner at Regions Field - 10 course dinner serving meals prepared by the Birmingham Originals restaurants and paired with all five Birmingham breweries. Nuclear Radiation Monitor Nucsafe - Knoxville, TN July 2010 to March 2013   Monitored a minimum of twenty sites at a time, each with at least 5-8 radiation portals, for speed, gamma, and neutron alarms.   Trained to interpret and classify gamma and neutron radiation alarms.   Trained to properly handle a radioactive source to calibrate and test systems.   Using VPN/VMware - Installed software and performed maintenance on each portal for each site as well as maintained over 300 individual radiation panels and electronics troubleshooting.

Installed and monitored 30 IP based AXIS cameras.   Assisted on-site personnel with troubleshooting and repairing network issues, hardware failure, and software glitches.   International installation of 11 systems for Saudi Arabian Customs - including full wiring, building OTB hardware, and software training for foreign personnel. Contract Technician A-Plus Computer Services, Cordova - Knoxville, TN January 2007 to August 2010   Lead technician on 7 site job configuring and installing POS equipment, servers, and routers. VPN configuration and monitoring for 6 branches to transmit data to main server. Trained employees on software and POS usage as well as running reports to track sales and hours worked.   Preformed installation and repair contracts for Dell, HP, Y-12 National Security Complex, Oak Ridge National Lab, Agilent Technologies and the Knoxville Courthouse.   Installation and setup of all Desktop/Laptop/Server models.   Out of the box ATM programming, troubleshooting, and repair.   HP, Lexmark, Cannon, Xerox, Ricoh and Dell

Printer/Copier installation and repair   Software maintenance and troubleshooting - including all Microsoft Office products, email programs, and QuickBooks.   Virus and spy-ware removal using programs such as Spybot S&D, Adaware, Malwarebytes, HiJackThis, CWShredder, Norton, McAfee, Avast, and AVG Antivirus.   Medication distribution, First-Aid, and CPR Certified.   Dell and HP Certified Education Diploma in Culinary Arts Culinard, the Culinary Institute of Virginia College December 2013 Pellissippi State - Knoxville, TN August 2011 to August 2012 University of Alabama - Tuscaloosa, AL August 2002 to May 2005 Skills System Administrator, Active Directory, Vmware, System Admin, Microsoft Office / Office 365, Kace, Data Entry, Ordering

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