System & Network Administrator System & Network Administrator An ambitious, well-rounded IT professional experienced in management, technology and restaurant operations, recognizes and understands trends in business, importance of operating efficiencies and data to reduce administrative time and expenses, excellent communication skills with the ability to lead large team.

CONTACT PHONE: 702-768-9790 LINKEDIN: http://linkedin.com/in/richardgay EMAIL: richiegay@gmail.com SKIL Problem Solving Project Management Customer Service Critical Thinking Work Experience System & Network Administrator May 2019 to Present * Manage system and network infrastructure including, databases, testing computer equipment, firewalls, malware and other software and hardware. * Provide technical support for both hardware and software issues that may arise. * Monitor the system daily and respond quickly to any security breaches or usability concerns. * Backup systems and verify that backups have been completed. * Regularly upgrade systems as needed. * Assist in integrating new applications and technologies into the current system. * Managing AWS cloud servers * Managing Ciso switches and routers Level 2 Technical Support Advisor Sutherland Global Services April 2013 to February 2018 Assist with technical and customer service solutions for two telecommunication companies (AT&T, Altice) phone support Top Ten Technical Support Advisor in the AT&T and Altice Department Apple Support Analyst (Apple Project) Kelly Services September 2011 to May 2012 Assist with technical and customer service solutions for Apple IOS customers through phone support. Top Apple Support Analyst in the Kelly Service Connect Apple Project Agilysys Inc. Implementation Engineer 11-2006-02-2009 Onsite project manager and installer for Info-genesis Point of Sale Software and Hardware Preparing training materials and conduct training sessions Software Support Analyst Agilysys Inc November 2006 to February 2009 Assist customers with Info-genesis Point of Sale issues and requests such as report generation, back office configuration, high level network issues through phone or email support. Assistant Restaurant Manager HMS December 2005 to August 2006 Assisted with the entire operations of a high volume bar & grill in McCarran Airport. Assisted managing Point of Sale (Micros) Education New York Business Institute October 2018 to March 2019 CCNA Everest University - Tampa, FL 2016 Bachelor of Science in Business Administration in

Business Administration Everest University - Tampa, FL February 2013 to October 2015 Skills Active directory, Cisco, Ios, Switching, Vmware, Linux, Deployment, Security, Point of sale, Microsoft office, Microsoft windows Additional Information TECHNICAL SKILLS Active Directory & Power Shell Point of Sale (Micros & Info-Genesis Systems) Microsoft Office & Office 365 Microsoft Windows (XP, 7, 8, 10) Microsoft Windows Server (2008, 2012, 2016) Apple IOS /OS Linux Cisco Routing & Switching and Security VMware OS Deployment Image Management AWS Management

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