

IT Supervisor IT Supervisor Systems Administrator, Alumni Relations and Development Chicago, IL  
Authorized to work in the US for any employer Work Experience IT Supervisor Midwest Distribution -  
Bensenville, IL September 2018 to Present Overseeing all technological aspects of the company  
including workstations, printers, VOIP, access control, surveillance, and applications Leading all  
aspects of the company's technological development through consultation, project management,  
and continuous learning Directing the company's development and growth by establishing internal  
and external SLAs, SOPs, and KPIs Enhancing the user experience by implementing and  
maintaining a technical help desk and knowledge base Advising on technologies to other  
department to improve efficiency and effectiveness Conducting research and case studies on  
leading edge technologies and present to management Leading in software and hardware system  
design, implementation, and training Systems Administrator, Alumni Relations and Development  
Northwestern University - Evanston, IL May 2017 to September 2018 Maintained departmental  
servers including Windows, Linux, and ESXi Created and maintained VMware environment o  
Veeam backup solution o VMware 6.0 Active Directory administration including user and group  
maintenance Dell KACE 1000/2000 o Patch and inventory management o Scripting and  
deployment Researched, planned, and implemented new technologies for 300 user department  
NAS/ SAN administration Maintained file, print, SQL, and WSUS servers Advanced hardware  
and software troubleshooting Senior System Administrator in Technical Communication Lab  
University of North Texas - Denton, TX August 2014 to May 2017 Assisted Lab Tutors with  
software/hardware questions Maintained users, printers, and computers through Active Directory  
Explored new technologies to benefit the student experience Maintained 5 printers and 180  
computers on UNT network Assisted students and staff with Adobe and Microsoft application  
including: InDesign, Photoshop, Microsoft Office Technology Support Associate University of North  
Texas - Irving, TX January 2016 to April 2017 Streamlined processes for Tier 1 and Tier 2 support  
Created and maintained infrastructure documentation Maintained audio-visual system  
Salesforce Administrator Built lasting vendor relationships while maintaining hardware fleet for  
900+ employees Performed hardware and software troubleshooting Help Desk Specialist, Tier 1

T-Mobile - Frisco, TX January 2015 to December 2015 Provided hardware and software troubleshooting at a 24/7 call center including printer, VPN, and mobile device support Utilized multiple ticketing and KB systems to log calls and complete offline requests Education B.A. in Business Computer Information Systems University of North Texas - Denton, TX May 2017 Diploma in Computer Technology Vatterott College - Quincy, IL March 2009 Skills Customer Service, exchange, Vmware, Active Directory, Excel, IT Management, Network Administration, Strategic Planning, Vendor Management Certifications/Licenses A+ Certified May 2009 to Present

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