

Sr. Windows Systems Admin Sr. Windows Systems Admin Lead IAM Analyst Baltimore, MD  
Authorized to work in the US for any employer Work Experience Sr. Windows Systems Admin T.  
Rowe Price Associates, Inc - Baltimore, MD October 2016 to Present Windows Systems  
Administrator Laureate Education - Baltimore, MD December 2014 to October 2016 Systems  
Administrator II Americas Remote Helpdesk - Baltimore, MD December 2012 to November 2014  
Desktop Support Technician 1st Mariner Bank - Baltimore, MD January 2007 to December 2012  
Installed, configured (using Acronis imaging software), maintained and troubleshot applications.  
Provided second level support to Helpdesk Support Produced backup software for distribution  
and maintenance all computers and peripherals. Ordered and distributed consumable supplies  
for peripherals and oversaw all computer repairs and maintenance. Maintained accurate,  
complete and up-to-date inventory records of all computers and printers. Coordinated the  
logistics of technology requirements and setups during multiple office relocations. Provided  
functional and technical support, troubleshooting and diagnosing hardware and software problems,  
including desktop, laptop, WAN, LAN, and remote systems. Assisted in the installation and  
updating of software, as well as the setup and troubleshooting of all equipment. Expertly  
installed, configured, monitored and troubleshot PC's and related hardware on all OS platforms.  
Oversaw the investigation and resolution of hardware and software issues both remotely and onsite.

Collaborated with telecommunication team to troubleshoot T1 lines and company-wide phone  
problems. Procured, received, documented and tracked inventory of all computer equipment and  
software licenses. Performed diagnostic testing on PC equipment and ensured printers were up  
and running at all times. Resolved Windows and Internet Explorer issues on desktop and laptop.

Identified and removed computer viruses and provided major repairs in accordance with outside  
vendors. Performed wiring and daily maintenance of internal computer systems. Resolved  
Windows related issues, Internet Explorer issues and other PC software related issues.  
Monitored and troubleshot LAN, installed and configured routers and switches, and generated  
weekly reports \*Serving over 1600 clients of a Maryland-based financial institution in 5 states. \*  
Using software such as VNC Viewer, DameWare, and LogMeIn (web-based) to connect to a user's

pc remotely and repair/debug multiple issues.    \* Working with many vendors to repair power issues, certain hardware, and telephone systems.\* Implementing a first level support journal to provide resolutions to multiple issues for future use.    \* Hardware (Remotely and On-Site) Uninstalling/Reinstalling printers and scanners    Installing/Repairing mice, keyboards, and other peripheral devices.    \* Have received multiple commendations for excellent customer service skills.

\*I was on the Helpdesk serving over 1600 clients. Education Comp TIA Certifications in IT UMBC - Catonsville, MD January 2005 to May 2005

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