

Systems Administrator Systems Administrator Systems Administrator - SavATree Inc Poughkeepsie, NY A versatile and skilled individual with leadership qualities obtaining an information technology position utilizing my hands-on educational training and professional work experience. Work Experience Systems Administrator SavATree Inc - Bedford Hills, NY September 2018 to Present 40 Remote locations, ~1200 employees Technical support attended for all user, network, systems, and communication hardware and software. Information Technology Lead & On-Premises System Integrator for Merger & Acquisition team. Configured an OpenNMS server for network and system monitoring. Installed UniFi Cameras and FreeNAS system for site surveillance. Established AP and Guest network management and monitoring with UniFi integration. Installed Clonezilla system for system deployment, backup, and recovery. Integrate remote locations to VOIP network services. Create standard work and apply best practices for the Helpdesk and Infrastructure departments. Help Desk Analyst Central National-Gottesman - Purchase, NY June 2014 to August 2018 38 Remote locations, ~1900 employees Hardware and software technical support attended for computers, devices, printers, servers, and telecommunications. Manage print servers, ipMonitor, Crashplan, devices on 4 carriers, ordering of new equipment, inventory/asset tagging, backup tapes, loaned equipment. Manage Help Desk ticket system ServiceDeskPlus by assigning tickets and following up on all open tickets in the Help Desk and Infrastructure queue before SLA violations. Assist on infrastructure facility moves and acquired facilities. Monitor all sites uptime, backups, SCCM deployments, and Endpoint definitions. CBT Nuggets: VM vSphere, CCNA, Project Management, ITIL, ITIL CSI, PowerShell, etc Microsoft Technology Associate: Cloud Fundamentals (G351-3508) Create SOP documentation for Helpdesk and Infrastructure. Help Desk Technician SavATree Inc - Bedford Hills, NY July 2012 to June 2014 26 Remote locations, ~600 employees Hardware and software technical support attended for computers, cell phones, tablets, thin clients, servers, modems, firewalls, routers, navigation devices and telecommunication phones. Inventory all I.T. related products (~300 phone numbers, static addresses etc ) 24/7 365 emergency response for all major issues. Documentation, 5s, and continuous improvement of all I.T. related items. Computer/Field Technician - Lead Field Technician - Assistant Manager I.T.S at

S.U.N.Y. Cobleskill - Cobleskill, NY August 2009 to July 2012 Technical Support for state and personal computers/devices on campus Managed technician hours and trained new technicians. Update database inventory of state-owned computers Education Bachelor of Technology in Information Technology State University of New York at Cobleskill - Cobleskill, NY May 2012 Skills Vpn, Active directory, Android, Voip, Mpls, Linux, Imaging, Telecommunications, Wiring, Analog, Lotus notes Additional Information TECHNICAL SKILLS Operating Systems Proficient with Windows operating systems, and basic knowledge of Linux distributions. Network/Admin Knowledgeable with network configuration/troubleshooting, Active Directory, SCCM, VPN, remote assistance, and MPLS/WAN networks, with familiarity of configuring switches and servers. Proficient with VOIP, Digital, Analog telecommunications, and wiring. End User Exceptional with Office Suite and Lotus Notes, installation of hardware/software, windows imaging, and Android devices. Familiar with Adobe suite products, security, and IBM emulators. Great communication skills with a passion for computers, electronics, and continuous learning.

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