

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR

Oneonta, AL Work Experience SYSTEMS ADMINISTRATOR UNITED STATES ARMY November

2010 to October 2015 Technical Performed diagnostics and troubleshooting to over 1000

computer systems. Conducted hardware and software installations for over 1000 computer

systems. Submitted and completed over 5000 help desk tickets, with a 95% resolution rate.

Extensive knowledge with Remedy, Active Directory, Windows XP, Windows Vista, Windows 7, and

Windows 8. Moderate knowledge with Windows Server 2008. Updated, created and maintained

government computer and satellite equipment inventory lists. Managed and controlled over 1.5

million dollars' worth of government equipment. Designed and managed LAN, WAN, and intranets

effectively. Extensive knowledge of networking server-based storage. Responsible for relocating,

developing and managing networks while under extreme stress. Customer Care Provided

customers with desired information in a timely manner. Listened, calmed and assisted customers

with concerns. Welcomed customers and visitors in a courteous and professional manner.

Advanced Training Education Information Technology UNITED STATES ARMY SIGNAL SCHOOL

May 2010 DIPLOMA TOMAHAWK HIGH SCHOOL May 2006 Skills Remedy (5 years), Microsoft

Products (10+ years), Hardware (6 years), LAN (6 years), Military (6 years), Sharepoint (5 years),

A+ (6 years), Network Security (6 years), Network Management (6 years), Net+ (6 years), Security+

(6 years), Adobe (6 years), Customer Service (6 years), Inventory Management (6 years), Java (6

years), Leadership Development (4 years), Powerpoint (6 years), Team Building (6 years), Windows

OS (6 years) Military Service Branch: United States Army Service Country: United States Rank: E-4

March 2010 to October 2015 IT specialist/25B System Administration, customer/help Desk

Network administrator. Commendations: 4 COA 1 ARCOM 2 AAM 1GWTS KDSM

Name: Victoria Martin

Email: wongchristopher@example.com

Phone: (893)509-8741