

Systems Administrator Systems Administrator Systems Administrator - Mach1 Global Services  
Buckeye, AZ Professional with over 10 years experience in network and desktop support seeking a  
team player position with a company that is growing and encourages personal and career  
development. Work Experience Systems Administrator Mach1 Global Services April 2018 to Present

Install and configure hardware and software      Network troubleshooting and administration  
Update software on PC's and Servers      Maintain MITELE phone system      Provide local and remote  
user support over the phone and using remote tools      Create and document processes for support  
and procurement      Provide input on process improvement      Document network environment and  
changes made      Present project plans to executive team when need (Phone system project, cloud  
migration, SDWAN, etc..)      Research new issues and document steps taken to resolve issue

Technical Support Consultant / Procurement Analyst / Technical Support Engineer Fidelity  
Information Services April 2014 to April 2018      Work in high volume call center      Detail oriented,  
excellent problem solving skills, and willing to learn new thing      Problem recognition, research,  
resolution and follow up to technical issues      Enter resolution information and procedures into  
knowledge base      Provide local and remote user support over the phone and using remote tools  
Communicate / Escalate issues to next level when needed      Support for users in Citrix environment

Network troubleshooting      Call vendors to resolve issues out of work scope (Circuit repair/testing)  
Use and support Windows 7, Office 2003, 2007, 2010, 2013, Server 2008, 2012, Citrix, and  
Shoretel Network/ System Technician Mesa Airlines October 2006 to April 2014      Order hardware,  
software and peripherals for new positions and airport openings      Image computers as needed  
when received or system was corrupted      Work with vendors to obtain equipment needed and best  
prices available      Provide local and remote user support over the phone and using remote tools

Perform on-call on a regular basis      Perform system maintenance on desktops and laptops as  
needed      Work with other airlines technical support staff to resolve technical issues      Maintain on  
hand systems and hardware stock to increase productivity      Track licenses for software installed  
Create and implemented policies for asset management      Program and install Cisco Routers and  
Switches      Track annual budget and expenses for IT hardware and software and vendor support

Use and support Windows 7, XP, Office 2003, Office2010, CITRIX Information Technology Supervisor DL Engineering and Controls - Phoenix, AZ November 2005 to September 2006 Administrator for all network resources for a medium sized company with employees connected between offices in 3 different states Managed all Domain aspects including resolved DNS issues, secured remote shares and resources, logon scripting, and created roaming profiles for users. Desktop support, research hardware specifications, coordinated procurement of hardware, configure desktops, install desktops, desktop migrations, software inventory and licensing, and create an asset inventory database from the ground up Configured and monitored VPN connections, develop work from home using VPN, and Maintained Inter-Tel phone system Provided billable services to corporate clients Management Analyst III / Information Technology Specialist / Management Analyst II Arizona Department of Economic Security - Phoenix, AZ November 2004 to November 2005 Phoenix, Arizona 11/2004 to 11/2005 Management Analyst III / Information Technology Specialist / Management Analyst II Acted as project manager and planned, coordinated, and implemented special projects, such as server upgrades, hardware deployment, software deployment, and Active Directory migration for the Division Designed and maintained an asset database for hardware owned by the Division Directed technical staff of 5 that provided quality desktop support, reliable remote access, regular data backup, and robust networked resources. Configured network servers and trained local administrators on standard network server procedures, including virus protection and other security measures. Skilled in administering LAN and WAN applications including, TCP/IP, Ethernet, and Windows Server. Installed and tested new upgrade software releases as requested. Provide local and remote user support over the phone and using remote tools Directed in-house technical staff to meet project deadlines and goals. Coordinated implementation of new hardware and software. Created and maintained domain user accounts and logon scripts Monitored network systems and notified appropriate technical support personnel of system problems Installed workstations and software, and performed diagnostics on workstations, servers and peripherals Managed local area network, servers, and communications connections to remote locations Education Associate in Electronics

ITT Technical Institute - Phoenix, AZ 1990 Skills System Admin, Vmware, Active Directory, System Administrator Additional Information United States Army 1990-1998 Sergeant

Name: James Rose

Email: epowers@example.net

Phone: +1-605-755-1752x47544