

IT Systems Administrator IT Systems Administrator IT Systems Administrator - HydraForce, Inc  
Mundelein, IL Work Experience IT Systems Administrator HydraForce, Inc December 2016 to  
Present Efficiently and accurately configures and troubleshoots a variety of computer equipment,  
including servers, desktop and laptop computers, commercial laser printers, Cisco phones and  
systems to provide equipment and solutions to 2,000 end-users across the company Successfully  
configures and troubleshoots Cisco phone systems including Cisco Call Manager 11, Unity  
Connection Administration 11, Call Center Express 11, Cisco IP Communicator, Cisco Jabber, Cisco  
Finesse and Cisco Attendant Console software Project managed upgrade of all Cisco phone  
systems from version 9 to 11 in order to support the rapid growth of the company user base  
Administers set-up and delivery of laptops and computers to field and corporate users on a Windows  
platform IT Help Desk Technician HydraForce, Inc September 2014 to December 2016 Efficiently  
and accurately configured a variety of computer equipment, including desktop and laptop  
computers, laser printers, and Cisco phones for end-users Professionally communicated with  
end-users to understand their needs and deliver service and hardware to meet or exceed their  
expectations Repaired and replaced Dell and Lenovo desktop and laptop computer equipment, as  
needed Hydraulic Valve Tester HydraForce, Inc April 2012 to September 2014 Effectively read,  
interpreted, validated and implemented documents and schematics for the testing of cartridge and  
solenoid hydraulic valves Proactively and consistently maintained a clean and very safe  
workspace Shift Manager GameStop - Glenview, IL November 2010 to May 2012 Supervised 10  
sales and inventory retail associates during various work shifts Accurately ordered and shipped  
supplies for store location Provided outstanding technical support to customers in-person and via  
phone Sales Clerk GameStop - Wheeling, IL September 2009 to November 2010 Proactively and  
responsively provided excellent customer service to customers Ensured products and signage  
within retail store were properly maintained in a professional manner Education Computer Science  
Harper Community College - Palatine, IL Skills Android (10+ years), Cisco (3 years), iOS (10+  
years), Windows 7 (10+ years), Windows 10 (3 years), Active Directory, System Admin, Vmware,  
System Administrator Links <http://linkedin.com/in/alameenshafek> Additional Information

TECHNICAL SKILLS    Android, iOS    Cisco versions 9 and 11 - Call Manager, Unity Connection  
Administration, Call Center Express    Cisco WebEx, IP Communicator, Jabber, Finesse, Attendant  
Console    Windows 7 and 10, Server 2012 and 2016

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