

Tier 2 Technical Support Tier 2 Technical Support Network Administrator Scottsdale, AZ I am a dedicated and hard working individual. I also will bring laughter and smiles to the team. I have multiple years of experience installing and configuring computer networks, systems, identifying and solving any problems that arise with computer networks and systems. I monitored computer networks and systems to identify how performance can be improved while working with IT support personnel providing network administration and support. I am not interested in help-desk positions.

Authorized to work in the US for any employer Work Experience Tier 2 Technical Support Dataprise - Scottsdale, AZ December 2018 to Present Virtual Customer Service Associate Amazon - Baltimore, MD May 2017 to Present Uphold company values and respect every customer with the ability to resolve conflicts and set appropriate expectations while determining customer needs to provide appropriate solutions Comprehension skills-- ability to clearly understand and respond appropriately to the issues that customers present Ability to approach problems logically and with good judgment to ensure the appropriate customer outcome while making decisions on behalf of the customer quickly and effectively Composition skills-- ability to consistently compose a grammatically correct, concise, and accurate written response to customer issues Network Engineer/ Administrator United Ministries October 2008 to Present Baltimore, M.D. Analyzed and revamped antiquated and inefficient processes to increase productivity while bringing in newer and more efficient technologies. Brought the company and network up to industry standards, ensuring 99% up time. Oversee network and equipment upgrades, and configuration changes. Windows Server administration and maintenance including Active Directory and Group Policy. Document network problems and changes working in diverse management environments. Monitored daily backups, antivirus status, shared storage space and network activity, adjusting network equipment and settings as needed. Ensure thorough network documentation, including maintaining each account's network matrix, backup configurations and network diagrams. Corrected networking connectivity issues in wireless, routing, and switching using a layered model approach Standardized site surveying, positioning, and configuration for WLAN upgrades for coverage in office areas, large-scale manufacturing warehouses, and outdoor layouts Network

Administrator/Desktop Support FedSolutions - Washington, DC January 2015 to April 2017

Supervised a full Network Infrastructure Overhaul including Enterprise Server Racks, routers, switches, VPN Concentrators, full remote access for users across the country and multiple migrations for servers to Office 365 Cloud. Full accountability for managing day to day network changes, including VPN, firewall, dual ISP connectivity and redundancy changes and hardware or software modifications. Accountable for configuring, installing, and managing remote installations of LAN / WAN hardware for remote offices. Scheduled, coordinated and deployed server updates and preventative maintenance with limited downtime. Provided escalated IT support including hardware troubleshooting, backup and recovery, email communication and application support.

Planned and built redundancy into existing systems to eliminate downtime due to server failure.

Knowledge of network hardware including servers, routers, and other computer devices. Mentored and coached new Network Administrators and Network Engineers. Tier II Technical Engineer /

LabTech Administrator Horsetail Technologies - Baltimore, MD September 2013 to November 2014

Headed and supervised 1500 agents using LabTech RMM. Utilized LabTech to run scripts, patch, install software, remote assist users, run reports, and automate tasks. Provided technical support to clients on telephone, email, and through tickets using Connectwise. Created help desk documentation including step by step instructions on problem resolving techniques. Worked with servers in a Hyper-V environment, gained experience building, updating, and migrating servers.

Administered LabTech server by troubleshooting issues, updating, implementing new policies for agent maintenance, and implementing server configuration changes to increase productivity.

Internship Xerox - Elkridge, MD October 2006 to October 2010. Monitored routers, switches, interfaces, servers, remote PCs and applications on the State of Maryland's Department of Human Resources Network. Troubleshot nonresponsive devices within the network and escalated as necessary for further attention. Compiled, formatted and analyzed server CPU statistics using the

following Network Monitoring Software: What's Up Gold, Foglight, and Solarwinds Education A.A.S.

in Information Technology and Computer Science Community College of Baltimore County -
Scottsdale, AZ August 2018 to Present Bachelor of Science in Computer Networks and Cyber

Security University of Maryland University College - Adelphi, MD May 2019 Skills Customer Care (10+ years), Customer Service (10+ years), Computer Hardware (10+ years), Computer Repair (10+ years), Network Administration (7 years), Customer Support (10+ years), Windows (10+ years), Technical Support (10+ years), VMware (1 year), Networking (10+ years), Active Directory (10+ years), Active Directory (10+ years), Networking (10+ years), VMware (1 year), Windows 7 (10+ years), Windows (10+ years), Technical Support (10+ years), Microsoft Office (10+ years), MAC (10+ years), Security (10+ years) Links <http://www.linkedin.com/Gabriel> Certifications/Licenses CompTIA A+ Certification December 2010 to Present LabTech Certified Professional August 2014 to Present Assessments Customer Service Skills Proficient October 2018 Measures a candidate's skill in evaluating approaches to customer service & satisfaction. Full results: https://share.indeedassessments.com/share_assignment/d22fpdgc9oow8ahm Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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