

IT Administrator IT Administrator Kokomo, IN As a Microsoft Certified Professional with more than 6 years' experience in the IT field as a Network Administrator, Systems Engineer, and Microsoft Technical Instructor teaching hands-on experience to non-technical people, I am confident I have the technical knowledge an IT team is looking for. Skill includes Technical Expertise in Microsoft Windows 7,10 and Microsoft Servers 2008 - 2012 R2 Troubleshooting and fixing client machines Effectively communicate technical information to non-technical people Experience in the design, development, and installation of enterprise infrastructures Authorized to work in the US for any employer Work Experience IT Administrator High Performance Alloys - Windfall, IN January 2018 to Present IT Administrator Setup new PC s with company software Purchase IT hardware and software Troubleshoot and fix desktops and laptop Troubleshoot mobile devices (cell phones and tablets) Troubleshoot and fix network issues WSUS Server 2016 Setup email accounts (GoDaddy and Gmail) Migrated SQL 2014 to SQL 2017 Setup 6 Kodak Alaris scanners for network scanning Desktop Support Technician Communicare Healthcare Services - Indianapolis, IN August 2017 to December 2017 Helpdesk III Customer Service Support for 9,000+ users in 6 states Troubleshoot and Fix hardware issues Troubleshoot and Setup network printers/scanners Call center, Answer phone calls Create support tickets in iSupport Troubleshoot/Fix Support tickets in iSupport Troubleshoot citrix issues for users Troubleshoot/Fix problems remotely using DAME Ware Travel onsite to 17 locations around Indiana Reset passwords in Active Directory Disable users when leaving the company Join computers/laptops to the domain Place users/computers in the correct OU Image computers/laptop Systems Engineer I Yes Equipment & Services Inc - Menomonee Falls, WI January 2016 to August 2017 Helpdesk II Customer Service Support for 200 employees at 4 locations in 2 states Helpdesk support via phone, remote assistance, and in person Troubleshoot and Fix desktops and laptops Help Staff with Mobile Devices (Cell Phones (Android and iPhone) and Microsoft Surface tablets) Manage and Administer 200 clients Upgraded 200 Client Machines from Windows XP and Windows 7 to Windows 10 Systems Engineer I Fix Network Issues (Switches, Permissions, Cabling) Setup Network Security (Secure Firewall, Setup VPN) Maintain 10 HP ProLiant DL380 G7 servers and 2 HP ProLiant DL380 G5 servers Recommended and

Implemented IT Solutions Implemented a domain environment on Server 2012 R2 from scratch
Implemented new security policies Project Leader (Networking, Domain, OS Upgrades, Hyper-V)
Started Moving Physical Server into a Hyper-V Environment (Saving Money on Licensing) Setup
Hyper-V Replication Server for Production Servers (Disaster Recovery Planning) Created Active
Directory User Accounts using PowerShell Group Policy for Servers and Clients Setup local DNS
records for internal websites OU Structure - Security Groups Setup Auto connect for Remote
Assistance via GPO to help users at remote locations Setup and maintain WSUS Server Install
SQL Server 2012-14 Setup and Configured Microsoft Dynamics CRM 2016 (on premise) Create
custom queries and store procedures for CRM 2016 Setup Scribe between Dynamics CRM 2016
and Dynamics GP 2013 Queried Data from Goldmine (CRM) for Dynamics CRM 2013 Import
Setup Email Accounts (Ice Warp) Monitor Email Spam Filter Image desktops and laptops
(Symantec Ghost) Purchased hardware and software for upgrades Upgraded Office 2007 to Office
2016 Notable Projects Networking, VPN, CRM 2016, Created Domain, OS Upgrades, Hyper-V
Setup and Maintain Corporate Test Network Test and create disaster recovery guides Design,
Configuration, and Implementation of Enterprise Infrastructures Network Administrator I Brensten
Education - Milwaukee, WI July 2014 to January 2016 Customer Service Support for 45 employees
and 500-600 students Troubleshoot and Fixed network connectivity Issues, hardware failures and
software issues on 13 HP ProLiant Servers and 200 HP and Dell client machines Troubleshoot and
Fixed network issues with Wi-Fi (EnGenius) and Dell, HP L2 switches and Cisco L3 switches Setup
and Managed Cisco 5506-X Firewall Setup VPN using Kerberos Authentication Administered
Active Directory User Accounts, Security Groups, and GPOs Created and Managed User Accounts
in Active Directory Administered Local DNS Records, Public DNS Records (Go Daddy) and DHCP
Scopes Managed NTFS and Shared Permissions on the File Server Managed Security and
Distribution Groups Managed, Adjust, and Create Group Policy s Administered Kaspersky Security
Center 2010 (Anti-Virus) on 13 Servers and 200 client machines Symantec Backup Exec on 2
Servers 2012 and 2014 backup to Superloader 3 Tape Drive Setup backup schedules and rotate
tapes weekly for offsite storage Create server Disaster Recovery plans Test backups with Disaster

Recovery plans Create student email accounts in Office 365 and in Exchange 2012 (before moving to Exchange Online) Microsoft Office 365 Exchange Online Administrator Setup 2 Domains in Office 365. 1 for Students and 1 for Staff Create Office 365 User Accounts, and Reset Passwords Setup Security Groups in Office 365 Configured Office 365 using PowerShell Manage and Troubleshoot ShoreTel Phone System (VOIP) Manage a Server 2008 R2 Hyper-V Server with SQL 2014 server, and IIS server SQL Server 2005 and 2012 Querying Cisco 3550 3560 Switches Setup VLANs for 12 Classrooms Cisco ASA 5506-X Firewall Layer 2 and Layer 3 Switches HTML and CSS Editing Setup Network Printers Notable Projects Migrate SQL 2005 to SQL 2012 Migrate 2 domain controllers from Server 2003 to 2008 R2 Migrate websites in IIS 6.0 to IIS 7.5 Configured and Administered a Cisco ASA 5506-X Firewall Setup and Maintain Corporate Test Network Design, Configuration, and Implementation of Enterprise Infrastructures Microsoft Instructor Principal - Lead Instructor Brensten Education - Milwaukee, WI October 2013 to July 2014 Taught a Federal and State Accredited Networking Associates Degree Program Taught the following courses 70-680 - Windows 7 Configuration 70-685 - Windows 7 Enterprise Desktop Support 70-640 - Server 2008 R2 Active Directory 70-642 - Server 2008 R2 Network Infrastructure 70-646 - Server 2008 R2 Server Administration Instruct student with hands-on computer labs Answer questions students may have during class Taught students Windows 7 and Server 2008 R2 Operating Systems Post attendance for students coming to class and doing assigned homework each week Run reports on students to make sure they are doing assigned homework each week Mentor student for Microsoft MTA MCTS, MCITP, and MCSA Certifications Troubleshoot and fix laptops for students that join class remotely Troubleshoot and fix desktop machine that student has at home Create and maintain classroom images containing multiple OS's in VMWare Canvas Learning Management System (LMS) administrator Curriculum Developer Research Papers, In-Class Labs, Quizzes, and Hands-On Final Exams Network Technician I Brensten Education - Indianapolis, IN October 2012 to October 2013 Setup classroom for lab activities Answer technical questions students may have. Image classroom computers when needed with Symantec Ghost Mentor students for Microsoft MTA and MCTS Certifications Grade

student's homework Created and maintained a networking lab for hands-on training with servers and client machines Teaching Assistant - Intern Brensten Education - Indianapolis, IN August 2012 to October 2012 Setup classroom for lab activities Answer technical questions students may have. Image classroom computers when needed with Symantec Ghost Technical Skills DNS, DHCP, Active Directory, Group Policy, ShoreTel Phones System (VOIP), Hyper-V 2008-2012 R2 Server, Symantec Backup Exec 2012, 2014, VMWare, Network and TCP/IP Configuration and Troubleshooting, TCP/IP Subnetting, LAN cabling, Network Hardware Configuration and Troubleshooting, Wired and Wireless Networking, Research to resolve technical issues, Upgrade and Replacement of Computer/Server Hardware, Windows Operating System Installations, Windows Operating System Configuration and Troubleshooting, HTML and CSS File Permission Management, Virus/Spyware/Malware Removal Technical Certifications MCTS: Windows 7 MCITP: Windows 7 Enterprise MCSA: Windows 7 Enterprise MCTS: Server 2008 R2 Network Infrastructure Microsoft Specialist: Windows 7 Microsoft Specialist: Windows 7 Enterprise MTA: Networking Fundamentals MTA: Operating System Fundamentals MTA: Security Fundamentals MTA: Server Fundamentals MCP CompTIA Strata: IT Fundamentals ITILv2: Service Desk Professional Education Associate Degree in Networking Administration Brensten Education 2014 to 2015 Microsoft Certifications in Networking/Systems Administration PCPro Schools 2011 to 2012 Skills DNS (6 years), DHCP (6 years), Servers (6 years), Windows (10+ years), Group Policy (6 years), HyperV (5 years), Security Groups (6 years), Active Directory (5 years), Distribution List (5 years), Exchange Server (4 years), Office 365 (2 years), Office Applications (4 years), Customer Relationship Management (2 years), ERP (1 year), Customer Service (10+ years), Vmware (1 year), Curriculum Development (2 years), Teaching (2 years), Routers (2 years), Switches (2 years), TCP/IP (6 years), Basic Html (2 years), SQL (2 years), Training & Development (3 years), Troubleshooting (10+ years), Database Management (2 years), Documentation (6 years), Disaster Recovery (6 years), Risk Management (2 years), Research (6 years), Security (6 years) Certifications/Licenses MCTS: Windows 7, Configuration Present MCITP: Windows 7 Enterprise Present MCSA: Windows 7 Present Microsoft Certified Professional (MCP) Present MCTS: Server

2008 R2 Network Infrastructure Present MTA Networking Fundamentals Present MTA Security Fundamentals Present MTA Server Fundamentals Present MTA Operating System Fundamentals Present CompTIA IT Fundamentals Present ITIL v2 Present

Name: Raymond Rhodes

Email: dawn27@example.com

Phone: (857)756-0856x48959