Systems Administrator Systems Administrator Tempe, AZ jeffrey.a.wilkinson@gmail.com   Career Seeking Professional with experience in IT, networking, and customer service, eager and quick to learn new skills and tools   Skills: * Office 365, Sharepoint, and Exchange Administration experience   * Experience with Microsoft Azure Active Directory, Windows Server 2012, and Microsoft Intune   * Experience with Amazon cloud services such as EC2 and S3 storage   * Experience with networking equipment such as switches, routers, and servers.   * Experience with installing and maintaining server hardware and desktop hardware.   * Experience with Linux and Unix-like systems such as Ubuntu, FreeBSD, Red Hat, and CentOS.   * Experience with Windows PowerShell and Windows server utilities such as active directory.   * Computer hardware repair; hard drives, motherboards, tablets, phones, servers, various printers, routers and switches.   * Experience with Avaya PBX systems and Chronicall call routing systems.   * Experience with IP phones and VOIP protocols and technology.   * Experience helping out end users in a Helpdesk environment, in person and over the phone using remote desktop software.   * Experience working with customers and assisting customers with troubleshooting equipment.   * Experience with generating reports by querying SQL databases   * Experience with using Excel and creating macro's in Excel in VBA.   * Hobby experience with Python, Java, and Visual Basic programming languages   * Experience with updating and creating documentation on how to use technology for end users, and how to perform tasks such as backups for use by the IT department   * Experience managing IT inventory, and purchasing new equipment as needed based on department needs and budget.   * Experience with planning the roll-out of new systems and IT infrastructure.   * Desire and drive to learn new skills. Authorized to work in the US for any employer Work Experience Systems Administrator RED Shield Administration - Phoenix, AZ November 2017 to Present   Administered both Linux and Windows servers   Migrated from Windows server 2012 to Office 365 and Azure Active Directory environment   Administered Office 365, Azure Active Directory, and Microsoft Intune   Set up new equipment as necessary   Worked with Director of IT on planning infrastructure changes   Served as interim Director of IT until a suitable replacement was found.   Assisted with generating reports as needed from company and vendor databases   Helped create standard operating procedures for IT

department   Wrote Batch and Powershell scripts to automate tasks   Helped employees daily with technical issues both in person and remotely over the phone Work from Home Customer Service Representative Alpine Access - Lake Havasu City, AZ September 2016 to September 2017   Helped customers who have had their credit card lost or stolen   Calm down and de-escalate situations where the customer was upset   Answered questions in a friendly manner CCR-I Technical Support Representative Suddenlink - Lake Havasu City, AZ May 2015 to October 2015   Help customers solve problems with cable, internet, and phone over the phone   Sold services to customers which they might be interested in   Extended the highest level of courtesy and friendliness to every customer Data Entry/Desktop Support Technician Autonomyworks - Downers Grove, IL July 2013 to April 2015   Help users with IT related issues on a daily basis   Set up a cloud backup system for company databases   Set up and installed printers and copiers.   Set up and installed new hardware and software on company computers   Responded to requests for help involving company equipment   Performed data entry duties as needed Deployment Tech Insource - Downers Grove, IL July 2011 to July 2011 2 week long project   Worked on the COAF project, migrated computers to a new system   Helped out others with migration and getting used to the new system   Troubleshot any problems with the new system Education Bachelor's in Computer Science Elmhurst - Elmhurst, IL August 2011 to December 2013 Associate in Information Technology ITT Technical Institute-Oak Brook - Oak Brook, IL August 2009 to September 2011 High school or equivalent Riverside Brookfield Twp High School - Riverside, IL September 2005 to June 2009 Skills Customer Service Skills (4 years), Microsoft Windows (5 years), Computer Installation (4 years), Ubuntu (2 years), Technical Support (2 years), MySQL (1 year), Data Entry (2 years), Microsoft Office 365 (2 years), Windows Server 2012 (2 years), Azure Active Directory (2 years), Microsoft InTune (2 years), Server Rack Assmbly (2 years), Cisco Meraki (2 years), Avaya PBX (2 years), Amazon EC2 (1 year), Amazon S3 (1 year), Sharepoint (2 years), Excel (5 years), Data Analysis (2 years), Java (1 year), Python (1 year), Eclipse (1 year), Linux (3 years), Vmware (1 year), Active Directory (2 years), Help Desk Support (3 years), Cisco Meraki (2 years), Network Administration (2 years), VOIP (2 years), IP Phones (2 years), Visual Basic (2 years), Reports (2 years), Documentation (2

years), Technical Support (3 years) Links https://www.linkedin.com/in/jeffreywilkinson1/ Certifications/Licenses A+ Certified Assessments Technical Support   Expert July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/ntozgsj9ntre1hvu Basic Computer Skills: PC   Highly Proficient July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/3kqdpzertp8yxsw3 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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