

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR Grand Forks, ND Seeking a position in information technology to which I can apply my education and professional experience in a teamwork environment. Work Experience SYSTEMS ADMINISTRATOR UNIVERSITY OF NORTH DAKOTA SCHOOL OF LAW June 2005 to June 2019 Fourteen-year career in information technology at the UND School of Law's Thormodsgard Law Library Responsible for all facets of computer systems and operations for the UND School of Law students, faculty and staff, and other law school constituents. Managed thirteen Mac servers and one Windows server including: file server, email server, database server, Citrix server, fax server, email filtering and back-up system and a tape back-up system. Managed Computer Services operation; supervised personnel, delegate responsibilities, equipment and supply purchases, video services, and general administration. Maintain, analyze and troubleshoot hardware and software for law school users. Work with other university and state departments, vendors and other outside constituents to monitor and track down technical and network problems. Perform software and electronic medium services support as needed. Provide library, academic and classroom technology support. STUDENT UNIVERSITY OF NORTH DAKOTA January 1998 to May 2005 NETWORK CONSULTANT, VOLVO AUTOMOBILE CONTRACTOR May 1997 to December 1997 Responsible for the delivery and installation of computer system equipment upgrades for Volvo dealerships throughout the country. CABLE TV INSTALLER TELECOMMUNICATIONS, INC June 1994 to April 1997 Sell, install and troubleshoot residential and commercial cable and satellite TV systems and service. Was a consistent leader in service sales. DIRECTOR US AIR FORCE BASE RECREATION June 1976 to August 1992 Directed and managed several branches of base recreation outlets and facilities including golf course, aquatics, athletics, outdoor recreation, base lake and fish management, grounds maintenance, equipment rental, and various resale operations. Education MASTER OF SCIENCE in INDUSTRIAL TECHNOLOGY UNIVERSITY OF NORTH DAKOTA - Grand Forks, ND May 2012 BACHELOR OF SCIENCE IN COMPUTER SCIENCE in mathematics UNIVERSITY OF NORTH DAKOTA - Grand Forks, ND May 2005 BACHELOR OF GENERAL STUDIES in GENERAL STUDIES UNIVERSITY OF NORTH DAKOTA - Grand Forks,

ND May 2003 Skills Operations, Time management, Technical support, Excellent communication skills, Budget, Process improvement, Active Directory, System Administrator, System Admin Military Service Branch: United States Air Force Rank: E-6 (Technical Sergeant) Certifications/Licenses Leadership and Management Certificates and Awards January 1980 to Present Various certificates and awards for leadership and management courses and training while in the U.S. Air Force. APPLE TRAINING October 2005 to Present Mac OS X Server Essentials v10.4 Mac OS X Deployment v10.4 Mac OS X Directory Services & Administration v10.4 (Client/Server) Mac OS X Support Essentials v10.4 Assessments Technical Support Highly Proficient 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/dlqo6fzdjdq8q7lu Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information SKILLS & ABILITIES Results-driven professional with excellent communication skills and the ability to work under pressure. Self-motivated team member with leadership and time management skills. Decision maker with adaptability and excelling in conflict resolution. Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery. Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence. Process improvement champion with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs. Sixteen years of military service, providing troop morale, welfare, and recreation, and operating income-producing entities.

Name: Tricia Pearson

Email: rickyjames@example.net

Phone: 345.995.1773x07466