

Information Systems Administrator Information Systems Administrator Information Systems Administrator - American Bath Group Phoenix, AZ Work Experience Information Systems Administrator American Bath Group October 2018 to Present I had the responsibility of supporting day to day operations for a wide range of technologies and end user support for over 100 local and remote users. Served as project lead in implementing new VoIP phone system. ? Active Directory ? Office 365 ? GPO Management ? Data migration ? Installed and configured PC hardware and software ? Windows Server 2008, 12 & 16 ? VMWare ? Enhanced the usability and effectiveness of all IT systems ? PowerShell scripting ? VoIP phone creation and configuration GIS Network Analyst Avnet January 2014 to July 2018 As a GIS Analyst I have been exposed to many facets of corporate infrastructure and have been able to learn deep knowledge of corporate network infrastructure. I was responsible for managing multiple GIS requests and projects within the global Data Center, along with collaborating with Network Engineers on various project needs. ? Subject matter expert and primary administrator for Cisco WebEx, ShoreTel Mobility and Mutare voice-to-email transcription ? Developed and maintained a knowledge base for all Avnet approved software and hardware ? Led multi-member team of testing and deployment of upgraded Windows and Mac workstation images ? Monitored and analyzed bandwidth utilization ? Resolved LAN/WAN connectivity issues ? ServiceNow ticket management and delegation Blue Host Technical Support Specialist Endurance International Group April 2012 to October 2014 I had the responsibility of ticket triage, escalation and technical support via phone or email while meeting and exceeding expectations through metrics driven performance standards. ? Performed root cause analysis and determine appropriate course of action. ? Assist clients in downloading account monitoring software on Windows, Android, and iPhone devices. ? Troubleshoot different aspects of client websites such as DNS records, FTP, WordPress SQL databases. ? Used expertise to support across multiple Windows and Linux based web building platforms. Education Independence High School 2000

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