System Administrator System Administrator Walled Lake, MI Motivated IT professional with 6+ years' experience specializing in system administration/security, customer service and technical support. Diplomatic, confident and tactful with professionals and non-professionals at all levels. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrives in deadline-driven environments. Excellent team-building skills. Authorized to work in the US for any employer Work Experience System Administrator Brasscraft Manufacturing Company - Novi, MI May 2013 to Present Oct '17 - Present   Provide remote and in-person technical/security mitigation support to over 300 users with troubleshooting, diagnosing, resolving, and documenting hardware, software, network and security related issues.   Earned solid reputation for resolving complex technical/security related issues by providing exceptional customer service.   Administer security awareness training across multiple locations through SANS end user training module and KnowBe4 phishing campaigns.   Develop and maintain technical and information security related policies, procedures and documentation while ensuring thoroughness and readability.   Research & install security measures/controls and operate software to protect systems and information infrastructure, including firewalls, data encryption programs and OS hardening.   Responsible for overseeing IT Internship program by interviewing, mentoring, and managing direct reports. Junior Network Administrator Community Choice Credit Union - Farmington Hills, MI January 2017 to October 2017 Led and assisted with IT projects including server upgrades, networking equipment replacement, disaster recovery and security compliance.   Implemented and maintained Qualys Cloud Agent/IP scanning, in addition to administrating SEPM upgrades and security compliance for over 500 computers.   Supervised tier 1 & 2 helpdesk tickets/associates while ensuring efficiency, precision and positive end user relations.   Conducted technological planning through ongoing research to ensure credit union was staying current with critical industry standards/controls (NCUA). Education Bachelor of Science in Information Technology & Security Baker College - Auburn Hills, MI August 2019 Skills Qualys, Active directory, Cisco, Solarwinds, Ghost, System Administrator, System Admin Links http://www.linkedin.com/in/Piscopink Additional Information Technical Proficiencies Security: KnowBe4, SANS, Qualys, Tenable SecurityCenter, McAfee Enterprise, Symantec Endpoint

Protection ..Enterprise, Malwarebytes Chameleon Software: OpenDNS, SolarWinds Helpdesk & NPM, Lansweeper, Altiris, SCCM, Active Directory, Symantec Ghost, Clonezilla, SalesForce, SharePoint Administration, O365 Administration   Platforms: VMware, Windows Server 2019/2016/2012/2008, Windows 10/8.1/8/7 Hardware: Dell/HP servers, Cisco switches/routers, Dell/HP/Lenovo laptops & desktops Development: PowerShell, Batch, Visual Basic, C

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