SYSTEMS/ NETWORK ADMINISTRATOR SYSTEMS/NETWORK ADMINISTRATOR SYSTEMS/ NETWORK ADMINISTRATOR - DUNN SOLUTIONS GROUP Des Plaines, IL Seeking to grow Systems, Networking, Cloud and Security skills while helping my employer and its clients achieve success. Work Experience SYSTEMS/ NETWORK ADMINISTRATOR DUNN SOLUTIONS GROUP May 2017 to Present   Single internal IT resource for the 70+ person, multi branch (US) and international company   Created comprehensive IT environment documentation   Standardized internal and client facing IT processes   Updated company security standards   Established Systems/ Network Monitoring   Configured backups and planned for DR/BC scenarios   Obtained SOC 2 Type 1 and 2 attestation   Azure and AWS infrastructure specialist   Established HA Networking Stack   PBX system build, management and POTS>SIP migration   Migrated on-prem SharePoint to Office 365   Managed on prem Hyper-V Hosts and VM infrastructure SENIOR TECHNICAL ANALYST BLUE COLLAR COMPUTING February 2015 to April 2017   Lead tech under the owner of the MSP   Took on Project Manager, vCIO and Senior Tech roles - title changed with company structure   Escalation point for employees/outsourced helpdesk   Documentation enthusiast - created documentation for internal and outsourced helpdesk team   Primary phone/server/ network/backup tech   Google Cloud and Office 365 primary admin   Performed OneDrive and SharePoint migrations   Domain purchasing/DNS configuration and lightweight (WordPress/HTML) Web Development NETWORK ADMINISTRATOR REDWOOD GROUP LLC February 2013 to November 2014   Primary support tech to be sent onsite for quick resolution   Ran cat5/6 cabling from wall to patch panel as needed   Part of a two man tech lead crew which managed 700+ computers and servers   Troubleshot complex environments including Security Appliances, SPAM filters, Exchange instances, AD and remote environments   Liaison between vendors and clients   Assigned lead deployment specialist with our MDT environment   Daily task prioritization and multitasking to accomplish responsibilities successfully NETWORK ENGINEER ONWARD TECHNOLOGIES May 2011 to August 2012   Supported Law firms, non-profits and for-profit companies   Acted as vCIO for small businesses and would bridge gap on technology understanding/leveraging   Troubleshot complex environments including Exchange, AD, iManage

and Prolaw   Configure and deployed: APs, routers, firewalls, switches NAS, spam filters and backup technologies   Sysprepped and deployed over 600 computers with Ghost   Helpdesk escalation point   Strong personal relationship skills for customer management DATACENTER TECHNICIAN SINGLEHOP INC July 2010 to April 2011   Ensured satisfaction of VIP clients and priority tickets   At times, solely responsible for datacenter operations   Cisco ASA firewall configuration   Handled domestic and international customer support phone calls   Troubleshot hardware issues and ensured properly working configurations   Oversaw training on new hires Troubleshot networking issues on multiple flavors of Linux   Successful at cross selling products on support calls Education ASSOCIATE IN ARTS OAKTON COMMUNITY COLLEGE 2008 Skills AD (8 years), backups (8 years), DHCP (9 years), DNS (9 years), Azure (5 years), AWS (5 years), Exchange (8 years), Firewalls (9 years), Virtualization (9 years), Networking (9 years), Sharepoint (6 years), SIP (7 years), Soc (2 years) Certifications/Licenses CCDA CXFS Network+ A+

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