

Network Administrator Network Administrator Network Administrator - Vanguard EMS, Inc Hillsboro, OR Looking for new challenges and growth potential with a company that would benefit from my skills and experience. Authorized to work in the US for any employer Work Experience Network Administrator Vanguard EMS, Inc - Beaverton, OR 2008 to Present Provide Tier 1-3 level Help Desk Administration, End User Support, Network Support, IT Administration, Troubleshooting, and Project Management and Implementation in a technologically diverse, complex, and demanding manufacturing environment of 80+ Users and 500 PCs. A few accomplishments that I have achieved over the years of my employment. I have been responsible for: Implementation company projects that were critical in the company winning a multi-billion dollar a customer I have fixed and rebuilt manufacturing equipment controller PCs that has meant the savings of thousands of dollars. I have used my relationships with our vendors to acquire deals, savings, discounted equipment that have saved the company thousands of dollars. I am the sole primary support person for over 500 network computers, printers, IoT devices, and environmental sensors. IT Support Technician Vanguard EMS, Inc - Beaverton, OR 2005 to 2008 I supported over 80 users and over 400 PCs. I was the sole help desk support individual supporting the company and performed all Tier 1-2 level support requests. Education High school or equivalent Skills Active Directory (8 years), Network Administration (8 years), System Administration (8 years), Wireless (10+ years), Customer Service (10+ years), Networking (8 years), Windows (10+ years), Technical Support (10+ years), Microsoft Office (10+ years), Desktop Support (10+ years), Help Desk (10+ years), Service Desk (10+ years), Tech Support (10+ years), Data Center (8 years), Computer Hardware (10+ years), Computer Repair (10+ years), Server (8 years), Telecommunication (8 years), Vendor Management (10+ years), Inventory Management (10+ years), Licensing (8 years), Troubleshooting (10+ years), Root Cause Analysis (10+ years), Technical Writing (10+ years), Technical Support (10+ years), Asset Management (10+ years), Powershell (1 year), PC (10+ years), Customer Service (10+ years), Exchange (8 years), Excel, VoIP, Strategic Planning Links <https://www.linkedin.com/in/mikerigsby> Certifications/Licenses Problem Solving - CLIMB Center for Advancement, Portland Community College 2011 to Present Accreditation for completion of a 3-day

in-depth course on Problem Solving within a team environment using Value Stream Mapping techniques. This course involved methods for recognizing issues that require resolution and logical steps of action for the achieving that resolution. Microsoft Certified Desktop Support Technician (MCDST) 2008 to Present This certification indicates that a person is skillful and knowledgeable enough to perform basic troubleshooting and resolve support issues on a desktop environment running on the Microsoft Windows operating system. CompTIA Network+ Certification - 2007 to Present Network+ is a mid-level certification for network technicians designed to test the competency of a mid-level network technician in supporting and configuring TCP/IP clients in terms of network design, cabling, hardware setup, configuration, installation, support, and troubleshooting. CompTIA A+ Present A+ is an entry-level computer certification for PC computer service technicians designed to certify the competency of entry-level PC computer service professionals in installing, maintaining, customizing, and operating personal computers Assessments Technical Support Expert August 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/dr44-p-jtjpmugst Basic Computer Skills: PC Expert August 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/om3emyip0pdkzmq3 Customer Focus & Orientation Highly Proficient August 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/ogh3tvibpcakheak Proficiency with Microsoft Office: Mail & Calendar (Mac) Expert August 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/arbjkxosl5nuxwbm Proficiency with Microsoft Office: Mail & Calendar (PC) Expert August 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/dnoq-6hh9acwblys Written Communication Proficient August 2019 Measures a candidate's ability to convey written

information using proper grammar rules. Full results:

https://share.indeedassessments.com/share_assignment/oesqhrta0i41-o1 Verbal Communication

Expert August 2019 Speaking clearly, correctly, and concisely. Full results:

https://share.indeedassessments.com/share_assignment/afzaggyrasudlvt Spreadsheets with

Microsoft Excel Familiar August 2019 Measures a candidate's Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results:

https://share.indeedassessments.com/share_assignment/hgh9cu1evtq0ob0l Problem Solving

Proficient August 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/aiwdhv0mbjd2kr9o

Research Familiar August 2019 Measures a candidate's ability to follow protocols, interpret statistics and graphs, identify errors, and choose research methodology. Full results:

https://share.indeedassessments.com/share_assignment/ubrwth5yqgkxlr5a Email Expert August 2019 Measures a candidate's ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/ixvq69htjr4k03c5 Indeed

Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Relevant Skills Help Desk and End

User Support ? Advanced Troubleshooting, Problem Solving, Issue Resolution ? Microsoft Windows Operating Systems and Software Setup and Support ? Help Desk Management and

Intern Supervision IT Inventory Control, Licensing Compliance, Vendor Management ? Software Licensing Compliance and Audit Resolution ? Maintain vendor relationships and research new

potential solutions and providers Network Design, Infrastructure Implementation, Cabling ? Wireless Network Implementation ? Data Center and Switch Cabinet Organization Technical

Documentation and Process Development ? Policy, Procedure, and Work Instruction Design ? End User Education Network, Computer Hardware ? Legacy Hardware and Software Support ?

Setup and Administration of over 500 Network Clients (PCs, Printers, IoT Devices, etc.) Network

and Systems Administration ? Microsoft Exchange, Office 365, Active Directory, Group Policy Administration ? Microsoft Windows Server Administration ? Firewall, Server, and other

Infrastructure Administration ? Microsoft Powershell Knowledge Project Implementation ?
Planning, Management and Implementation of Company IT Projects Vendor Specific Skills:
Knowledge in Dell Servers, Switches, Desktops, Laptops as well as Lenovo laptops and HP
LaserJet Printers, Konica-Minolta Copiers, Mitel PBX systems, Zebra Label Printers, Ubiquiti
Wireless Access Points and UniFi software, Fortinet Firewall Appliances, Infor Fourth Shift
ERP/MRP Software, Honeywell Access Control Security System, Cameras, and WIN-PAK software,
Honeywell Barcode Scanners, Zebra Printers, Seagull Scientific Bartender and Codesoft label
printing software, ESET Endpoint Security, Duo 2FA Security, LANSweeper, Spiceworks, Oracle
Virtualbox, Fed-Ex and UPS Software Administration/Support.

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