

Virtual Server and Systems Administrator Intern Virtual Server and Systems Administrator Intern
Systems Administrator & VMWare Intern - JL Clark Rockford, IL Authorized to work in the US for
any employer Work Experience Virtual Server and Systems Administrator Intern JL Clark - Rockford,
IL May 2019 to Present Student Intern that was tasked for automating deployment of VMware virtual
servers and for system administration task. Created, customized, and deployed virtual servers.
Used Windows Server Manager to assign role and task to server Created users, assigned to
groups, reset passwords in AD. Configured Group Policy Objects Configured New PC to join
domain and assign to correct OU Software Support Specialist Practice Velocity - Rockford, IL
February 2018 to May 2019 First tier support for troubleshooting a variety of problems including but
not limited to Electronic Medical Records Software for hundreds of clinics and thousands of users.
Used Remote access tools to remotely resolve client issues Use a CRM system to document all
calls and cases Scanner installation and troubleshooting Printer Troubleshooting Configure
Active x controls for web browsers Identifying and reporting software issues with ticket system
Installation of software and identifying firewall and antivirus blockage that can prevent software
download Work with external IT teams to resolve software related issues Create documentation
to build best practices in knowledge system Analyze error logs to identify installation and
deployment issue Maintain security in a HIPAA regulated environment Account Service
Representative II C Spire Wireless - Natchez, MS December 2014 to September 2017 In store
account service rep for a wireless solutions company, tasked with providing excellent customer
support, troubleshooting wireless devices and reaching sales goals Train customer on using
devices Troubleshooting apple, android, and windows phones and tablets. Research issues and
find resolutions Build knowledgebase with resolution of problems Present an eagerness to
contribute in a team-oriented environment Train new hires on troubleshooting and company
policies Teach Tech Pro classes to customers Aid team members with irate customers Adapt
to change management principles associated with new technology environment Education Master's
degree in Information Technology in w/ Management University of Southern New Hampshire August
2017 to Present Bachelor's Degree in General Studies in General Studies Alcorn State University

August 2010 to December 2014 Skills Active Directory, Vmware, System Administrator
Certifications/Licenses CompTIA A+ Additional Information Skills/Certification OS experience -
Windows 7, 8, 10 Mac, Linux Ubuntu, Microsoft Server 2016 and Server 2019 Experience with
building PCs Experience with replacing hardware components Understanding of networking
principles Command line experience in windows Understanding of PowerShell scripting to
automate repetitive task Experience within a server virtualization environment Experience with
active directory and deploying GPOs CompTIA A+ Certification

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