Austin, TX Resourceful System Administrator able to respond to a wide range of challenges with a focused and creative approach. Highly effective at problem solving and decision making. 5 years of progressive IT experience. I am looking to further my IT career as a Cyber Security Analyst. Work Experience FIELD SERVICE TECHNICIAN CMIT Solutions - Austin, TX February 2019 to June 2019   Executed diagnostics, troubleshooting and evaluations on Windows workstations   Provide technical training to co-workers and new staff   Set up and perform test activities   Monitored work performance and quality to maintain standards   Examined faulty equipment, interpreted reports and analyzed customer complaints to diagnose equipment malfunction   Identified client problems and potential risks, coordinating appropriate corrective action   Performed onsite installation, modification and maintenance of systems and equipment   Applied systems analysis techniques to assess and resolve complex networking issues for clients and end users   Traveled to 10 field locations per 6-week to evaluate equipment state and performance   Resolved 15 issues through implementation of troubleshooting techniques   Conducted 8 and full-network diagnostic tests to obtain engineering data to support future design services DATABASE SPECIALIST Texas Methodist Foundation - Austin, TX July 2015 to August 2015   Developed, updated and organized Raiser's Edge databases to handle all Methodist church data   Directed onsite training for business users to maximize productivity   Modified existing databases to meet unique needs and goals determined during initial evaluation and planning process   Eliminated inaccurate-report results by accurately implementing database   Analyzed and developed technical and functional specifications for databases serving up to 25 employees TICKETING SYSTEM ADMINISTRATOR Austin Theatre Alliance - Austin, TX September 2010 to November 2014   Worked with colleagues, general manager, and CEO to resolve online, purchase, and all client problems, to improve operations and provide exceptional customer service   Saved $15,000.00 by researching and providing direct evidence pulled directly from both the online platform, and server back-end, to ensure lost revenues were returned to the organization   Worked with theater customers to understand requirements and provide exceptional customer service   Devoted special emphasis to punctuality and worked to

maintain outstanding attendance record, consistently arriving to work ready to start immediately

Followed-up on will-call orders to verify attendance and contacted previous or cancellation list customers to fill available or newly opened spaces   Processed order transactions and provided customers with detailed itineraries, tickets and receipts   Sold subscription tickets to customers and assisted with the handling of their packages   Responded to customer inquiries related to services or accommodations and promptly addressed issues or complaints   Input appropriate information into Patron's and Raiser's system, including customer reservations, payment sources and contact details   Reviewed tickets for authenticity and applicability to specific events   Refused admittance to patrons on basis of theater policies or for lack of ticket possession   Answered customer telephone calls promptly and in appropriate manner   Developed, updated and organized Raiser's Edge Sequel databases to handle customer and ticketing-history data   Monitored cash drawers in multiple checkout stations to ensure adequate cash supply   Trained 15 new sales associates

Processed 600 subscription invoices within a two-week period, and mailed documentation to clients

  Completed all point of sale opening and closing procedures, including counting contents of cash register   Directed incoming calls to internal personnel and departments, routing to best-qualified entity to respond to callers' needs   Responded to all customer inquiries thoroughly and professionally   Resolved all customer complaints in professional manner while prioritizing customer satisfaction   Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers   Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities   Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills   Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle   Supervised 3 ticketing associates-during show time- in providing excellent customer service to callers requiring assistance for a myriad of ticketing issues   Sold admission, processed payments and issued tickets   Implemented entirely new in-house ticketing system (The Patron Edge) Purchase all equipment required for ticketing system implementation: BOCA Printers, PC workstations, receipt printers, credit card readers, and

hand-held scanners. Activated pre-sales and sales. Set up POS printing, sales points, users, profiles, electronic cash drawers. Trained and maintained all other theater staff's ticketing workstations as well as hand-held scanners function and connectivity. Maintained created events within the online portion of the Patron Edge ticketing system (PEO) Developed new reports for other departments utilizing Crystal Reports XI and 8.5 to create reports from the PE database tables. Created discount coupons, packages, and package deals utilizing merchandise, and event tickets for in-house promotional use, and for outside rentals/promoters. SYSTEM ADMINISTRATOR Austin Theatre Alliance - Austin, TX April 2001 to November 2014 Installed and upgraded Patron Edge ticketing internal and third party software. Installed and upgraded Financial Edge internal and third party software. Installed and upgraded Raiser's Edge internal and third party software. Installed and upgraded ticketing internal and third party software. Configured, tested and maintained LAN network equipment to achieve active online. Planned and implemented patch and service upgrades to system hardware and software, resulting in accommodating additional features.

Worked with users to determine areas of technology in need of improved usability. Maintained flexible schedule and responded to after-hours and weekend emergencies: 24/7 - on call Resolved issues and escalated problems with knowledgeable support and quality service. Made recommendations regarding information technology infrastructure overhauls. BOX OFFICE MANAGER Austin Theatre Alliance - Austin, TX August 2005 to August 2009 Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant Improved staffing during busy periods by creating employee schedules and monitoring call-outs Maintained professional demeanor by staying calm when addressing unhappy or angry customers Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands Directed group of 3 or more [ticketing associates handling daily and complex requirements of the development department Entered data into ticketing and related systems, implementing tight safeguards to secure financial and personal information Supervised site investigations, reported issues and escalated those that required

further assistance Education Associate of Applied Science in LAN and WAN Management Austin Community College - Austin, TX 2019 Bachelor of Arts in Fine Arts University of Texas At Austin - Austin, TX Bachelor of Arts in Art History University of Texas At Austin - Austin, TX Skills Active directory, Cisco, Vmware, Vpn, Network security, Encase, Data collection, Ios, Bash, Linux, Security, Collection, Maintenance, Forensic, Software testing Additional Information SKILLS Technical analysis   Hardware and software installation   Data collection and analysis   Network Security   Proficient in Windows NT, 95, 2000, 7, 10, pro, Suze, Ubuntu, OS security, Server2012r2   Proficient in OSx, and iOS   Installation and maintenance of client-site infrastructure   Software testing: NetDetective   Virtual Machines: VMWare, Hypervisor   Encase forensic software   Linux: Kali & BASH   Server Roles   Active Directory   Creating and routing networks with Cisco equipment   Devices: phones: iOS and Google OSs   Fire Walls ASA-5500-VPN, rules, groups, etc

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