

Systems Administrator Systems Administrator Systems Administrator Silver Creek, GA Authorized to work in the US for any employer Work Experience Systems Administrator Big Time Products May 2018 to Present * Responsible for ensuring all invoices & shipments are within compliance with trading partners via electronic data interchanges (EDI) & making adjustments if compliance is not reached (fixed upwards of \$1,000,000 worth of invoices & shipments to date) Provide tier one, tier two & tier three end-user support to over 300 desktop & laptop users through a ticketing system both in person & remotely (Georgia, Texas, Arkansas, North Carolina, Mexico, China & Canada) Monitor & maintain 50+ servers in a Windows & Linux VMWare virtual environment and resolve operational issues to ensure maximum uptime Build & configure workstations for new hires, offices, & conference rooms Work with vendor representatives to resolve hardware & software issues Modify SQL scripts to troubleshoot data & ERP issues Create & maintain both on-site and off-site backups for Georgia, Texas & Mexico Provide application support for two different ERPs (Sage 500 & Macola) and maintain security groups Monitor & maintain Active Directory, Group Policy, Office 365 & Avaya phone systems Seasonal Stock Associate American Eagle Outfitters November 2017 to January 2018 Front Desk Associate Velocity Fitness - Rome, GA February 2016 to October 2017 Sales Rome Braves March 2015 to September 2015 Named to the list of Outstanding Employees for the 2015 season Education Bachelor's of Applied Science in Information Technology Kennesaw State University 2016 to 2018 Associate of Applied Science in Networking Specialist Georgia Northwestern Technical College 2014 to 2015 Skills IPv6 (2 years), Microsoft Office (4 years), EIGRP (2 years), EDI (1 year), Active Directory, Networking, Customer Service, Security, Technical Support, Windows 7 Additional Information Able to cipher through electronic data interchanges (EDI) to resolve compliance issues Vastly knowledgeable in the world of routers and switches ability to configure and troubleshoot in any sized network, ability to design, calculate and apply subnet masks and addresses to fulfill given requirements within both IPv4 and IPv6 networks, ability to troubleshoot complex IPv4 and IPv6 network using single-area OSPF, multiarea OSPF, and EIGRP Able to provide end-user support in a professional and concise manner Proficient with healthcare information technology infrastructure

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