

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR Addison, PA Authorized to work in the US for any employer Work Experience SYSTEMS ADMINISTRATOR INTERNATIONAL BUSINESS MACHINES September 2018 to Present Federal contractor for the National Archives and Records Administration (NARA) ? Weekly meetings with the client to review expectations and progress on tickets ? Customer service: troubleshooting account and permission issues with end users ? Troubleshoot and worked to close tier 1 & 2 tickets ? Setup and configured new virtual machines for our environment ? Reviewed server logs and compiled data to analyze problems/ troubleshoot issues ? Worked with third party vendor support to resolve issues ? Developed and edited technical documentation for client processes ? Completed monthly patching cycles on the environment ? Developed basic SQL queries to troubleshoot application issues using pgAdmin 4 ? Developed PowerShell scripts to automate Active Directory Processes ? Web application maintenance utilizing AWS APPLICATION PROGRAM DEVELOPER INTERNATIONAL BUSINESS MACHINES July 2018 to September 2018 Experience developing Java applications with a Spring Framework ? Developed the persistence service portion of the application; database connections & transmission of info ? Developed teamwork and effective communication skills; using the Agile Methodology and Software Development Life Cycle ? Utilized JIRA software to aid in our organization and Agile software development INFORMATION TECHNOLOGY INTERN SOMERSET RURAL ELECTRIC COOPERATIVE June 2017 to August 2017 WINTER 2018 ? Resolved IT issues including software, security, and permissions complications ? Developed an Anti-Phishing Campaign, to promote employee awareness ? Reconfigured & managed employee accounts ? Consulted with software companies to resolve issues regarding security, unexpected program shutdown, error messages ? Setup and managed routers, computers, tablets and mobile phones ? Configured static IP addresses for company devices ? Setup device backups utilizing Datto equipment Education B.Sc. in Computer Science FROSTBURG STATE UNIVERSITY - Frostburg, MD May 2018 Skills DATABASE, ORACLE, SQL, SQL QUERIES, ECLIPSE, System Admin, Active Directory, Vmware, System Administrator, Linux Links <http://linkedin.com/in/jordan-diehl>

Name: William Oneal

Email: caitlin93@example.org

Phone: 001-370-804-4705x74867