

Network and Computer Systems Administrator Network and Computer Systems Administrator
Network and Computer Systems Administrator - Abilities First Springfield, MO Work Experience
Network and Computer Systems Administrator Abilities First November 2013 to Present
417-886-0404 1370 E. Primrose St., Springfield MO, 65804 Upgraded server systems from a
single server environment to a fully virtualized environment Wrote up justifications for multiple
projects, including addition of a failover server and upgrading from an analog to an IP based
telephone system Designed and implemented a plan to automatically backup server VHDs and
important files Planned and setup a server failover system using Microsoft Replica and an off-site
server Spearheaded project to migrate from on-prem SharePoint and Exchange to Office 365,
SharePoint Online and Exchange Online Worked with outside organizations to resolve a number
of encrypted email issues after the migration to Office 365 Worked with internal stakeholders and
vendor to determine what equipment and services the new IP phone system would require. Second
Level Helpdesk Technician PC Net - Springfield, MO May 2012 to November 2013 65802
Supervised First Level Helpdesk Technicians Worked on site and remotely on many different
server and networking systems for PC Net customers Worked as onsite technician for a large local
law firm Front Line Agent Teletech - Springfield, MO April 2009 to August 2010 65804 Provide
in-bound phone tech support for customers of a major US computer manufacturer. Fully document
the issue that the customer is calling in about and all phone troubleshooting done to resolve that
issue Work with callers whose knowledge of computers ranges from extremely limited to computer
savvy. Process orders for extended warranties, PC accessories, and out-of-warranty parts.
Education Associate in Networking Technology Ozarks Technical Community College - Springfield,
MO June 2010 to May 2012 Skills Active Directory (7 years), Networking (7 years), System
Administration (5 years), Network Administration (7 years), Sharepoint (5 years), Network Security
(5 years), Office 365 (3 years), Exchange Online (3 years) Certifications/Licenses Cisco Certified
Network Associate (CCNA) Cisco ID No. CSC012474804 CompTIA Network+ CompTIA Career ID#
COMP001007740962 CompTIA A+ Present CompTIA Career ID# COMP001007740962

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