

SYSTEM ADMINISTRATOR SYSTEM ADMINISTRATOR SYSTEM ADMINISTRATOR - Sigue Corporation Los Angeles, CA 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. 20+years of progressive IT experience. Work Experience SYSTEM ADMINISTRATOR Sigue Corporation - Sylmar, CA December 2016 to Present Implemented corrective plans of action for network performance issues including availability, utilization, and latency Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support Worked with users in server team and Helpdesk for best support to client Maintained flexible schedule and responded to after-hours and weekend emergencies Established network specifications and analyzed workflow, access, information and security requirements Delivered professional persona and attitude at all times, even when dealing with unhappy or irate individuals, to meet and exceed company objectives Updated hardware and software platforms by implementing automation and efficiency improvements Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems Removed and replaced malfunctioning components to correct hardware problems Configured hardware, devices and software to set up work stations for employees Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions to sales agents on the field or branch store SYSTEMS TECHNICIAN El Segundo, CA September 2011 to December 2011 Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately. Installed, configured, tested and maintained operating systems, application software and system management tools. Configured new systems and protocols according to strict company guidelines and employee preferences. Provided day-to-day support to system users, educating employees on troubleshooting and problem-solving protocols. I Deployed brand new machines within the Aerospace and Air Force Campus. IT MANAGER PC Liquidator - Redondo Beach, CA April 2001 to December 2010 Assigned jobs to individual employees by considering factors such as previous training, current abilities and general knowledge. Supervised end-to-end stock management,

including examining incoming inventory, merchandising shelves and preventing shrinkage. Recruited, hired and trained new team members. Removed and replaced malfunctioning components to correct hardware problems. Configured hardware, devices and software to set up work stations for sale in retail store. Also fixed customer computers. Removed malware, ransomware and other threats from laptops and desktop systems. Education Liberal Arts And General Studies Los Angeles City College - Los Angeles, CA Computer And Information Sciences United Education Institute - Los Angeles, CA Skills Active directory, Tcp/ip, Exchange, Noc, Linux, Technical support, Mac, Customer service, Problem-solving, Training Additional Information SKILLS System upgrades Hardware and software installation Technical support 20+ Years customer service Active Directory and Exchange Experience Work on site and Remote User and Desktop support Operating System: Most window platforms, MAC OSX and some Linux TCP/IP Staff education and training Excellent problem-solving abilities Team leadership NOC Experience

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