

Systems Administrator/Office 365 Administrator Systems Administrator/Office 365 Administrator
Systems Administrator/Office 365 Administrator San Jose, CA Dedicated and talented problem solver providing 3rd-level technical support, including hardware and software problem troubleshooting, and ensuring timely resolutions. Outstanding technical knowledge with proficiency in a variety of operating environments, hardware devices, and software applications for desktops and servers. Team supervisor, trainer, and collaborator known for working well under pressure and quickly resolving complex problems. Technical expertise includes: Microsoft Windows XP / Windows 10 | Microsoft Windows 2010 / 2012 Server | Windows 2012 Active Directory Microsoft Exchange 2010 / Office 365 | Symantec Backup Exec and NetBackup | Microsoft Exchange Cluster | Microsoft PowerShell | HP / Compaq ProLiant Servers | BlackBerry Enterprise Server | Cisco Iron Port Authorized to work in the US for any employer Work Experience Systems Administrator/Office 365 Administrator LAM RESEARCH CORPORATION - Fremont, CA September 2000 to May 2017 Provided 2nd and 3rd level support to 10K+ users on 150+ servers worldwide, including hardware/software installation and troubleshooting. Maintained and upgraded enterprise backups and restored all NT servers. Led and trained desktop administrators in hardware and software issue troubleshooting, providing faster customer service to users by increasing team knowledge and understanding. Administered email systems, including Microsoft Exchange 2010, Exchange 2013 and Office 365, building Windows and Exchange servers and migrating email to newer servers. Used PowerShell daily to administer and support Windows and Exchange servers. Supported users worldwide on all mobile devices such with iOS, Android, and BlackBerry. Implemented Citrix MetaFrame Presentation Server and BlackBerry Enterprise Server, increasing productivity of sales and support staff by enabling users to access resources remotely. Wrote/ modified documents and procedures for technicians and end-users on how to troubleshoot computer related issues. Provided 2nd- and 3rd-level technical support on Outlook / Office 365 company wide, receiving recognition from peers and leadership for quick problem solving, high-level customer service delivery, and dedication. Installed Exchange Server 5.5 on Microsoft Cluster Server and configured and built all Windows 2000, Windows 2003, and Exchange 2010 servers, ensuring

up-to-date email systems and customer retention with use of new functions that improved interaction with peers and customer. Reduced customer request wait time and assisted peers by voluntarily managing Windows Active Directory and internal DNS and 1st-level support for Microsoft FIM. Used Symantec Backup Exec and Netbackup for corporate data backup/ restore management. Education Bachelor of Science in Computer Science California State University - Hayward, CA Skills Microsoft Office, Office 365 Administration, Windows 7, Windows 10, Windows Server, experience in PC/Server Software and Hardware troubleshooting. (10+ years) Assessments Basic Computer Skills: PC Proficient July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/lms52mg9hp4gvij Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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