Lead IT Administrator Lead IT Administrator Lead IT Administrator Shelby Twp, MI Honest, confident and hardworking leader. Poised to leverage education and experience toward a successful   career in Information Technology. Work Experience Lead IT Administrator Centroid Systems - Troy, MI 2018 to 2019 * Currently handles various internal projects as well as all of the IT administration needs of external clients.   * Work with ServiceNow and Request Tracker ticketing systems to respond to open trouble ticket requests from both internal employees and external clients on a daily basis.   * Does extensive data center maintenance work which includes configuring, upgrading and maintaining servers, switches and various firewalls.   * In charge of on boarding and off boarding all new employees and new clients with Active Directory.   * Setup, build, repair and troubleshoot laptops, workstations, servers with Windows, Mac and Linux OS.   * Was the company administrator of Active Directory, Exchange, Office 365, Sharepoint, Skype, and Jira. Supported them all internally and externally depending on clients needs.   * Monitor and maintain the network health of all internal branches including a location in Dallas and India from our local data center locations.   * Create and allocate disk space and memory on Virtual workspaces including VM's on VM Workstation, Virtual Box, VMware Fusion for Mac and VMware vSphere.   * Administrator of all phone systems within the company including Nextiva, Mitel IP Phones and mobile phones. IT Technician/ Network Administrator W&P Management - Utica, MI 2017 to 2018 Serviced all of the IT network administration needs of companies such as Weingartz, PED and Ball Equipment.   * Worked with IssueTrak Ticketing system to fulfill user's IT needs on daily basis.   * Create Hyper-V VM's on each of our server's when required. Currently monitoring over 30 credit card machines that are using a CenPos software to run on each of these Hyper-V VM's.   * Monitored the network connection for all branches and make sure we stay up and running. Make sure we failover to another ISP so users experience no downtime. * Drive to all other locations when absolutely necessary when outages occur or to install new network switches as needed. Data Systems Analyst/IT Helpdesk E&R Industrial/Grainger - Sterling Heights, MI 2013 to 2016 I was required to wear multiple hats on the job. What started as a help desk position led to many others. I was the face of the IT department as all issues come through me first.   * I worked with a ticket

system on a daily basis, which was located on a local intranet, problem solving challenging cases for users within the 10 branches I oversaw.   * Set up new users during onboarding and get them set up with a laptop or PC and the ability to log in to the VPN when off-site. Also set up email on exchange server, give proper access to public folders, and manage the correct permissions.   * I was able to accomplish an entire copier fleet refresh for all of our 10 different branches. This included switching over the IP addresses of all copiers to the new and current ones and installing global scan on each.   * Maintained the health of the servers in the server room. Education Computer Science Macomb Community College - Clinton Township, MI 2015 to Present diploma in general studies Utica High School - Utica, MI 2002 to 2006 Skills Active directory, Exchange, Firewalls, Virtual server, Citrix, Office 365

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