

Network Administrator Network Administrator Network Administrator - Towne Mortgage Company  
Shelby Twp, MI Work Experience Network Administrator Towne Mortgage Company - Troy, MI  
January 2018 to Present Building, maintaining, upgrading and retiring servers within a domain  
Manage Hyper VM environment End-user services Configure phones for users and maintain  
accounts Identify needs and initiate the process necessary for offsite offices to join company  
domain Administer and maintain active directory Administer and maintain network equipment,  
such as routers, switches and wireless equipment Administer and maintain Microsoft Exchange  
Interface with company users, local and remote, on a daily basis Roll out VPN services and  
provide support to remote users Identify the company's technical needs and provide a budget for  
maintenance and improvements Maintain backup system Maintain multi-site operations Network  
Administrator Tyler Technologies - Troy, MI April 2010 to January 2018 Implementation of System  
Center Configuration Manager (SCCM) Perform daily operations of SCCM including: building,  
maintaining and pushing operating systems, computer images, software packages and security  
updates End-user services Administer and maintain active directory Administer and maintain  
Microsoft Exchange Manage servers Insure AS-400 backed ups are current Roll out VPN  
services and provide support Assist in company hardware purchasing and budgeting  
Responsible for building network infrastructure during company move Interfacing with company  
users, local and remote on a daily basis Infrastructure Analyst HP EDS - Auburn Hills, MI June 2007  
to February 2010 Implementation of System Center Configuration Manager (SCCM) Performed  
daily operations of SCCM including: pushing updates and software, building software packages,  
software maintenance, etc. Cisco networking Managed users and applications with active  
directory Resolved both hardware and software issues for customers Provided analysis/ advice  
on services, products, technical, and customer-related questions Collated executive data weekly  
for top executives Acting lead for the System Center Operations Manager team. Tested software  
integration on multiple platforms and operating systems Contributing member of the Windows 7  
integration team Coordinated with engineers daily to resolve issues Network Technician Central  
Michigan University Network Services - Mount Pleasant, MI January 2007 to June 2007 internship)

Troubleshooting and repair of computers      Maintenance of networking systems      Upgrading network with new hardware      Supported customers directly Network Technician/Help Desk Intertape Polymer Group - Marysville, MI June 2003 to August 2006      Provided PC support to entire company

Implemented infrastructure changes to local LAN      Planned and executed GroupWise server changes      Enabled company-wide DNS printing      Engaged in in-depth system troubleshooting with users      Assisted users with help-desk style issues

Education Bachelor of Computer Science in Information Technology Central Michigan University - Mount Pleasant, MI September 2002 to May 2007

Skills ACTIVE DIRECTORY, ENCRYPTION, EXCHANGE, SYSTEM CENTER OPERATIONS MANAGER, SYSTEM MANAGEMENT, VMWARE, AVAYA, MITEL, OPERATIONS MANAGER, OPERATIONS, MICROSOFT EXCHANGE, WINDOWS SERVER 2003, WINDOWS XP

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