

Windows Systems Engineer Windows Systems Engineer Windows Systems Engineer - CBTS
Independence, KY Work Experience Windows Systems Engineer CBTS April 2018 to Present
Manage & support all day-to-day operations of four customer environments: ? First Group America
? Mastronardi Produce ? Christ Hospital ? Amynta Group Provide always-on, on-call support for
Sev 1 and Sev 2 emergencies Manage all tickets through ServiceNow Setup & schedule
monthly patching Manage monthly projects for each customer Build & manage all VM's in
vSphere Support Microsoft RDS (First Group America & Mastronardi Produce) Coordination with
SQL team on failing over databases when patching. Conduct weekly status meetings with
customers to preempt & discuss any issues, communicate upcoming scheduled outages, & handle
miscellaneous concerns Manage all changes through customer & CBTS cab. Infrastructure/
Security Analyst Heidelberg Distributing Co September 2017 to April 2018 Managed & supported
all day-to-day technical operations Managed entire server environment physical & digital
Managed 50% of Heidelberg's Network aspect Provided oversight & implementation of new
network devices in all Heidelberg sites Installation & configuration of Cisco AP's, Switches.
Managed SonicWall & Palo Alto Firewalls Managed Barracuda Email Security Gateway
Managed Office 365 Assisted in management of ShoreTel VoIP Supporting Citirx Server/RDS
Technical Analyst Heidelberg Distributing Co October 2016 to September 2017 Managed &
supported all day-to-day operations of technical support - Software/hardware/break-fix & new user
setups & migrations to new PCs Managed all IT needs for all internal office, warehouse, & sales
users Supported AS400 - Series & Vermont Information Processing Supported all iPads &
Laptops via Airwatch MDM Supported all printers/faxes Managed & supported Zoom Meeting
Conferencing Network Operations Technician Pomeroy IT Solutions January 2016 to October 2016
Managed & supported over 200 Cisco Devices for P&G Mason & Beckett Ridge business centers
Rack-and-Stacked + configuration of all new switches Managed VLANs and Routing Protocols
Break-fix support for all networking equipment Cable management / Patch paneling Managed
Avaya VoIP gateways Collaborated with BT on correct configurations for switches and firewalls
Provided oversight for new construction project including implementation of AP's and Switches IT

Support Technician Pomeroy IT Solutions April 2011 to January 2016 Managed & supported all day-to-day operations of technical support - Software/hardware/break-fix & new user setups & migrations to new PCs Supported all office users & contractors at P&G Member of Virus/Malware outbreak team Manage & supported all VoIP Avaya phone installs/setups Supported all meeting & conference rooms via WebEx Supported P&G/BYOD devices via AirWatch MDM Support SAP Support Help Desk Support August 2009 to December 2009 Assisted faculty/staff with hardware, software, and network related issues Implemented network management software in a simulated network environment. Gained experience multiple operating systems: Linux Ubuntu, Backtrack 5, Windows Desktop XP/VISTA/7, 8 Windows Server 2008 & 2012 Education Associate Degree in Applied Science, Computer Information Systems Gateway Community and Technical College - Park Hills, KY May 2012 Skills System Administrator, Vmware, Active Directory, SCCM

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