

IT Systems Administrator IT Systems Administrator IT Support Specialist Stamford, CT IT support specialist with over 10 years experience, A+ IT Technician Certified, Microsoft Certified Professional. Experienced with software and hardware troubleshooting and resolution. Authorized to work in the US for any employer Work Experience IT Systems Administrator Wagner Instruments - Greenwich, CT February 2017 to Present IT systems manager of a Windows server and workstations environment in a ecommerce company that handles over 1 million dollars in sales per year, reporting directly to the Vice President of the company. Responsible for data server maintenance, user's desktops, peripherals, data back-ups, established disaster recovery methods for users and company data. Maintaining end user and server applications. Manage spam filtering strategy, SonicWall firewall. Experienced with helping users verify the authenticity of email senders to prevent online fraud and scams. IT Support Specialist Krugspeed Racing - Mamaroneck, NY July 2010 to February 2017 Provided IT support for Windows based systems, with IT systems being critical for business operation Responsible for all hardware and software troubleshooting for end users. Upgraded system hardware / software and necessary peripherals. Quickly performed emergency repairs for accidents that damaged hardware. Created daily data back-ups, created SSD clones for emergency recovery with minimal downtime Education Bachelor's UCONN Skills Help Desk (9 years), Service Desk (9 years), Desktop Support (10+ years), Customer Service Skills (10+ years), Active Directory (3 years), Tech Support (10+ years), Windows 7 (10+ years), Computer Hardware (10+ years), Computer Repair (10+ years), It Specialist (10+ years), Information Technology (10+ years), CompTIA (9 years), A+ (9 years), Antivirus (10+ years), Troubleshooting (10+ years), Technical Support (10+ years) Certifications/Licenses A+ Certified IT Technician February 2010 to Present A+ IT Technician Certification MCP: Microsoft Certified Professional July 2018 to Present Microsoft Certified Professional Assessments Mechanical Skills: Aptitude Expert January 2019 Measures a candidate's ability to understand and apply mechanical concepts and processes. Full results: https://share.indeedassessments.com/share_assignment/dm-t6zm8jyob33tu Critical Thinking Skills Expert January 2019 Measures a candidate s ability to use logical approaches when solving

problems. Full results: https://share.indeedassessments.com/share_assignment/ahgboyzx9ny-itnh

Written Spanish for English Speakers Expert February 2019 Measures a candidate's ability to respond to basic requests written in Spanish. Full results: https://share.indeedassessments.com/share_assignment/ul8sgr1l57lcqij8

Technical Support Skills Highly Proficient December 2018 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/axd-80excjw-nqzn

Technical Support Highly Proficient April 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/enlehhr-tuzktgan

Management & Leadership Skills: Impact & Influence Proficient December 2018 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: https://share.indeedassessments.com/share_assignment/ixixdjjei8is3ror

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