

Systems Administrator Systems Administrator Systems Administrator - Smith Sport Optics  
Clearfield, UT Authorized to work in the US for any employer Work Experience Systems  
Administrator Smith Sport Optics March 2015 to Present \* Ensure proper Back-up and Security \*  
Maintain a well-organized Electronic data Storage and retrieval system. \* Network Administration. \*  
Maintain PDQ servers across multiple sites \* Writes custom reports and applications as required. \*  
Maintains an updated project list which clearly identifies time lines, priorities, and status of projects.  
\* Develops plans that are appropriate, realistic and effective in meeting objectives \* Involve users in  
planning and change \* Establish a workable course of action that involves contingency plans and  
proper resources. \* Organize and prioritize work to make most effective use of time \* Frequently  
updates and communicates project status. \* Ability to meet and beat established timelines \*  
Persistent follow-through to see project to completion. \* Proactive maintenance to prevent crashes  
and minimize any down time. \* Provide support for users, both internal and remote, experiencing  
problems with hardware, software and other computer related technology issues and inquiries. \*  
Work with teams in house to design and maintain documentation on current software solutions. \*  
Procure software and applications to improve work efficiency. \* Find out and write specifications for  
business needs and propose solutions for improvement. Work with outside vendors and in house  
development team to implement those solutions. \* Install, configure, update, and maintain all  
internal software and hardware resources, including printers, laptops and client workstations, and  
enterprise printers. \* Liaise with vendors to handle day-to-day system maintenance and  
troubleshooting. \* Install and troubleshoot software issues with common Microsoft products. \*  
Develop troubleshooting procedures, maintain documentation and how-to procedures. \* Proactively  
work with internal and external clients to develop solutions that solve their business needs. \*  
Maintain current Active Directory for all active users and company computers Electronics Display  
Lead RC Willey April 2011 to March 2015 \* Trained and managed a small team of employees in  
setting up merchandise to planogram. \* Maintain computer displays and resolve issues with  
non-functioning devices. \* Design, build and maintain displays and ensure the planogram is being  
followed. \* Maintain inventory control of electronic devices ensuring inventory levels are sustained

at minimum levels, while still meeting customer demands. Administrative Support Specialist Redgear Technologies November 2007 to March 2011 \* Provided Help Desk troubleshooting from H and R Block Taxworks software clients and internal customers. \* Resolved technical issues via telephone, e-mail, and instant messaging as well as obtaining remote access to the user desktop. \* Provided desktop support to internal users and installed new software/hardware on users systems. \* Captured and manipulated data from SQL databases to generate reports. \* Provided support for and repaired SQL databases used by proprietary software. \* Applied active listening skills to gather information to analyze the situation and determine the most effective route to resolve the issue. \* Maintained Knowledge Base documentation. \* Set up network printers and peer-to-peer networks.

Game Advisor GameStop March 2007 to October 2010 \* Provided technical advice and guidance to customers in the selection of electronic games. \* Applied customer support concepts in developing and maintaining relationships and providing assistance to customers with diverse needs. \* Provided clear, concise explanations of game applications and system requirements to users. \* Ensured department was properly stocked and merchandise displayed for maximum sales productivity.

Support Specialist Teleperformance USA July 2007 to September 2007 \* Provided Help Desk troubleshooting for Dell Computer customers. \* Troubleshot software, hardware, network security and other computer aspects for customers. \* Prepared detailed written customer support documentation in accordance with established company standards.

Flow Team Member Target May 2005 to February 2007 \* Operated and maintained forklifts and material handling equipment to load and unload trucks and move stock to store sales floor. \* Unloaded items and assured that the quantity and nomenclature agreed with the information contained on accompanying documents. \* Prepared and maintained inventory, maintenance and other records in accordance with company policies and procedures.

Electronics Associate Toys R Us September 2004 to May 2005 \* Assisted and advised customers in the selection of electronic merchandise. Provided pricing, product and location information to customer. \* Ensured department was properly stocked and merchandise displayed for maximum sales productivity. \* Processed changes in orders and expedited deliveries when needed.

Education Davis High School - Kaysville, UT 2004 General Studies Weber State

University - Ogden, UT Skills 56 WPM (Less than 1 year), Active Directory (2 years), databases (3 years), Security (2 years), SQL (3 years) Additional Information Highlights of Qualifications: 7+ Years of Systems Administrator experience Extensive knowledge with VMware, ESXi, Active Directory, Windows Server, Windows, Linux, Cisco Unity, Cisco Switches, Microsoft Office, XHTML, PHP, CompTIA A+, and C++. IT Infrastructure project planning and implementation both server and end user. Testing and deployment environment troubleshooting. Product ordering and great relationship building with established vendors. An abundance of interpersonal skills, training, and communication. Computer hardware/software/network/server troubleshooting and repair. Disaster recovery and continual testing to make sure systems can be recovered quickly. Setup and ran Smith security migration project to completion for Smith Sports Optics. Personally selected to map competitors' tax data into readable form for H and R Blocks' Taxworks software. Proficient with SQL databases 56 WPM typing speed Information Technology Projects: Project Lead: Smith Manufacturing Security update. Smith Sport Optics Asset tracking. Smith Sport Optics Active Directory migration. H&R Block new agent training. Project Member: Smith Sport Optics Office 365 migration. Smith Sport Optics Subnet remapping. Smith Sport Optics Cisco Unity Rollout. Smith Sport Optics Headquarters relocation. Smith Sport Optics Windows Server 2012 migration. H&R Block Tax Data Conversion. H&R Block Arkworks SQL 2008 Migration. H&R Block CRM tool migration.

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