Jr. Network/Systems Administrator Jr. Network/Systems Administrator Jr. Network/Systems Administrator - Ocean Reef Club Florida City, FL Resourceful Jr. System/ Network Administrator able to respond to a wide range of challenges with a focused and creative approach. Highly effective at problem solving and decision making. Five years of progressive IT experience. Work Experience Jr. Network/Systems Administrator Ocean Reef Club - Key Largo, FL September 2016 to Present Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for 500+ users.   Monitored operational and security procedures for numerous computers in the network, related systems administration and maintenance protocols.   Set up hardware and software in optimal configurations to meet network performance requirements.   Established, repaired and optimized networks by installing wiring, cabling and devices.   Managed system-wide operating system and software deployments, as well as any related upgrade problems.   Ensured network, system and data availability and integrity through preventative maintenance and upgrades. Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.   Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.   Updated network systems to support confidential company operations and eliminate hacking.   Responsible for support and development of company disaster recovery plan.   Installed appropriate security patches to dissolve security vulnerabilities. Computer Technician Miami-Dade County - Doral, FL January 2016 to November 2016   Broke down and evaluated user problems using test scripts, personal expertise and probing questions. Setup, installed and configured computers in various business locations to support operations and reporting.   Linked computers to network and to peripheral equipment, including printers and scanners.   Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.   Explained technical information in clear terms to non-technical individuals to promote better understanding. Audio Visual Technician Ocean Reef Club - Key Largo, FL December 2015 to September 2016   Adhered to safety protocols while installing projectors, displays and speakers.   Provided troubleshooting techniques in integrating professional audio/video systems.   Performed tasks by using proper tools, materials, methods and safe

practices in accordance with best industry practices.   Pulled and terminated variety of cables. IT Deployment Technician KForce Inc - McAllen, TX June 2015 to December 2015   Broke down and evaluated user problems using test scripts, personal expertise and probing questions.   Configured hardware, devices and software to set up new workstations for employees.   Explained technical information in clear terms to non-technical individuals to promote better understanding.   Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution. Education Associate of Science College of Business and Technology - Miami, FL 2014 High School Diploma South Dade Senior High School - Homestead, FL 2012 Skills Active directory, Ccna, Cisco, Dhcp, Tcp, Tcp/ip, Cisco certified network associate, Dns, Exchange, Mcse, Security, Optics, Fiber optics, Operations, Best practices, Maintenance, Aerial lift, Associate, Microsoft exchange, Microsoft office Additional Information SKILLS   Cisco Certified Network Associate (CCNA) R&S   Cisco Certified Entry Network Technician (CCENT)   Network+ Certification   A+ Certification   MCSE (Currently Pursuing)   Utilized Troubleshoot Active Directory, Office 365 and the range of the Microsoft Office suites.   Microsoft Exchange   Cisco switch and routing   Fiber optics experience   Mac and PC operating systems   Cable-running expertise   Hardware and software installation   Security best practices   Network component installations   Skilled in TCP/IP and WAN   Technical analysis   Servers expertise   System upgrades   User Support   Enterprise Wi-Fi management   Network maintenance   Network and server troubleshooting   Aerial lift operations   Bilingual Spanish/English   DNS, DHCP, WSUS   Cyber Ark   Solar Winds   Zabbix

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