

Systems Administrator Systems Administrator Systems Administrator Brooklyn, NY A confident and reliable engineer with experience in providing Tier1 technical support across of multitude of software and hardware, business grade desktops, laptops and servers, networking equipment including switches and business class end user devices. Authorized to work in the US for any employer Work Experience Systems Administrator Trimble Inc - Cleveland, OH October 2016 to November 2018 Performed all levels of hardware and software systems support for 200 computers/laptops, 150 mobile devices and 10 printers. Created and updated documentation, user manuals and provided technical support sessions for employees. Planned and executed migration of 200+ user's mailboxes from Exchange 2012 to Office 365. Migrated network shared drives data to Office 365 SharePoint. Troubleshoot and customized Office 365 applications including Outlook, Word, Excel, PowerPoint, Skype for Business, Jabber, WebEx, One Drive and SharePoint. IT Administrator B&C Connection LLC - Bowling Green, OH June 2015 to August 2016 Managed services ELB, AutoScalingGroups(ASG), VPC, EBS, Cloud Formation, Route 53, Cloud Watch. Assisted clients in connecting on-premise data centers to AWS Virtual Private Cloud (VPC) via Virtual Private Gateways (VGW) and Virtual Private Network (VPN) or AWS Direct Connect Services. Performed primary Linux Server administration tasks, including setup, installation, OS patching, data backup, user account management and access control. Education Bachelor of Science in Accounting and Management in Chisinau Perspectiva University of Moldova June 2010 Skills Customer Service (3 years), Java (Less than 1 year), Linux (1 year), Mac (3 years), maintenance (3 years), mobile devices (3 years), Perl (Less than 1 year), problem solving (Less than 1 year), Python (Less than 1 year), RECEPTIONIST (Less than 1 year), RETAIL SALES (3 years), technical support (3 years), UNIX (Less than 1 year), System Administrator, Vmware, System Admin, Linux Administrator, Active Directory, Service Desk, Helpdesk Support, Help Desk, Tech Support, Desktop Support Additional Information SKILLS Tire-1 Technical Support/Customer Service Excellent diagnostic and problem solving skills PC/Laptop troubleshooting, repair, maintenance Software developments, configuration, troubleshooting Mobile devices support and configuration System checks and troubleshooting Programming languages: Java, Python, Perl

Operating Systems: Windows, UNIX, Linux, Mac

Name: Michael Rivera

Email: garnerlisa@example.com

Phone: 908-811-2329x8647