

Systems Administrator Systems Administrator Systems Administrator Dublin, OH Professional IT Career Overview Authorized to work in the US for any employer Work Experience Systems Administrator Defense Information Systems Agency December 2017 to May 2019 \* Updated Servers & Workstations via WSUS and ensured compliance with STIG requirements. \* Served on a team managing 42 virtual servers & securing the Operating Systems by closing ACAS vulnerability findings. \* Commended for technical, analytical and problem-solving skills; effective task prioritization. Designer Shoe Warehouse, IT Service Desk Technician March 2017 to November 2017 \* Accurately diagnosed and problem-solved system, hardware, and software problems, documenting as needed. \* Managed helpdesk email queue and created appropriate problem tickets for responsible technicians. \* Followed up with customers either by email or telephone call to ensure satisfaction of services provided. IT Service Desk Technician Nationwide Insurance April 2016 to January 2017 \* Provide first level support to minimize interruptions in computer systems and related equipment by answering and solving, when possible, incoming interactions from internal users. \* Documented call handling procedures to manage inbound contacts and document relevant information in a Service Management tool, while providing excellent customer service and technical support. IT Support Specialist The Ohio State University January 2015 to April 2015 Built, maintained, and repaired computer systems to improve speed, reliability, and efficiency of operation. Diagnosed hardware failure, user errors. Performed hardware and software support and installation IT Help Desk DeVry University 2013 to 2014 \* Actively tracked and followed up on trouble tickets, reducing average response time from 3 days to 2 hours. \* Diagnosed and repaired computers to component and software level, establishing alternative repair procedures to meet customer needs. \* Managed systems configuration and maintenance, problem troubleshooting, planning and directing upgrades, and testing operations to ensure optimum system functionality. United States Army, 13D 2010 to 2013 \* Prepared FATDS for operation to include cabling, installation, and removal procedures. \* Input initialization data and database information to FATDS. \* Established, maintained and operated communications systems. Security Clearance \* Top Secret Clearance Education A.A.S in Network Systems Administration DeVry University - Columbus, OH Skills Linux,

Redhat, System Admin, Vmware, System Administrator, Active Directory, SCCM Military Service  
Branch: United States Army Rank: Specialist Certifications/Licenses Security+ November 2020  
Additional Information Technical Skills \* Dev Languages: Python \* IT Knowledge: Group Policy  
Objects, Active Directory, DNS, STIG's, Batch & PowerShell Scripting, Firewall \* Software: SCCM,  
SCOM, VMware, PowerShell, MS Exchange 2010, MS Office 2013/2016, IIS \* Hardware: Printers,  
Laptops, Desktops, Switches & Routers \* OS: Windows Server 2008/2012, Linux, Windows 10,  
Cisco IOS \* Network: Common network protocols

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