

Systems Administrator Systems Administrator Systems Administrator - Central Power Systems and Services Kansas City, MO Work Experience Systems Administrator Central Power Systems and Services - Liberty, MO June 2017 to Present Structure and implement new IT Department for the company. Create and implement Help Desk procedures, documentation, and policies. Active Directory administration: group policy, new users, hardware management. Assisted in managing projects for software deployment, infrastructure upgrades, and hardware deployment. Train IT staff and end users. Create procedures and documentation for the Help Desk. Inventory management. Mobile device support for IOS, Android, hotspot, and Android tablets. Follow workflow procedures, prioritize incoming request, and escalate tickets to the proper channels. Implement Helpdesk 'Fresh Desk' ticket management. Create permission and access requests and approval process. Provide day-to-day support of the following functions: - TCP IP protocol - LAN & WAP Network connection and management. - Email and network security. - Print server and local printing maintenance. - Hardware repair - Adobe Acrobat, DC, and Flash - Java Remote Desktop Support - Telecommunication Management - Third party application account management. - VPN connectivity - File server access permissions. - Mobile device support - Folder access - Password resets - Domain access and trust - VOIP - Microsoft Office: 2010, 2016, 365 support and deployment. - Remote support; RDP, TeamViewer. - Windows XP, 7, 10 Professional support and deployment. Helpdesk Analyst WireCo World Group - Prairie Village, KS June 2015 to June 2017 Front line Help Desk support. First responder to all incoming communications for IT support. Remote assist users via SCCM, WebEx, RDP, and TeamViewer, Remote Desk Top. Generate work order tickets through BMC Track-It; provide accurate documentation while assigning ticket to proper technicians. Appropriately categorize and escalate high priority issues to technicians directly. Monitor emails quarantined through Cisco Iron Port. Install drivers, updates, and approved downloads on desktops and Laptops. Assist and train users on Codian and Clear Sea Video Conferencing. Cable management Provide technical support for mobile devices. Assign, and deploy mobile devices. Assist in managing I.T. inventory by documenting/ticketing, adding and removing objects in Active Directory. On call 24/7 for user

assistance. Maintain professional customer service and develop professional relationship within the company and business that offer third party support. Work with a team of I.T. professionals and collaborate on projects, as well as the maintenance requirements of our infrastructure.

Troubleshoot and researcher to support day-to-day operations. Create Windows 7 Images in line with company standards and procedures using Windows AIK Tools. Assisted users day-to-day globally in the following areas: - Network connections - Citrix Access, user management - JD

Edwards - Microsoft Office 2010 & 2016 - Microsoft 365 applications - Computer hardware - Cisco desk phones, mobile phones - Network Access - Administrative needs - Codian, Clear Sea, and Skype - Network drive access - Account password resets - Printer mapping and servicing -

Server connection Stylist Sport Clips - Kansas City, MO April 2014 to February 2015 Ensured customer satisfaction by providing highest quality of products and hair care service by ensuring proper technique and active listening. Exceeded customer product sales. Responsible for

creating a safe and clean work environment. Planned work and determined appropriate tools for client services. Described use and operation of merchandise to clients. Received and processed cash and credit payments for in-store purchases. Demonstrated that customers come first by

serving them with a sense of urgency. Worked as a team member to provide the highest level of customer service to customers. Maintained friendly and professional customer interactions. Stylist Barber August 2006 to July 2013 Navy Exchange Service Command Patuxent River, MD

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Maintained friendly and professional customer interactions. Communication Technician Willen Communication LLC - Mechanicsville, MD October 1999 to April 2001 Provided on-site support for device troubleshooting to include cable testing/replacement and media handling support. Assisted

with technology installation, which includes setting up cabinets, racking equipment, and cabling devices. Routed cabling threw office cubes. Responded to and update tickets in accordance with department procedure. Assisted in building and IT closets. Punched down cubical face plates. Decommissioned cabling threw out data center. Effectively worked with a team to complete various projects. Ensured data center is clean and in tour-ready condition. Skills Active Directory, System Administrator, System Admin Certifications/Licenses MTA August 2015 to Present

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