

IS Site Support Engineer IS Site Support Engineer Summary Waterford, MI I have been working professionally on computers for three years and have been working on personal computers for over ten years. Re-imaging computers by hand and with deployment software SCCM Acronis and Smart Deploy Working with various vendors on projects such as: Paper Cut, RMA, obtaining system parts to resolve various computer issue such as system board failure and hard drive failure Dispatcher for the helpdesk Creation of end user and technical documentation Creation of accounts in AD and maintaining security groups within AD Working knowledge of Cisco and Ubiquiti based networking gear Troubleshooting and maintaining the printer environment and being responsible for maintenance Scan gun support and maintained support contracts First point of contact for the helpdesk Receiving and resolving tickets within 15 minutes Work Experience IS Site Support Engineer Robert Half Technology February 2019 to Present Accurately logs problems and their associated resolutions into the standardized support center / help desk application. Maintain Infrastructure and Information Systems standards in a consistent way across their site(s). Ensure that the Site Support Budget for the site for which they are responsible is controlled effectively. Ensure that any issues related to Standards are reflected back to the owning group. Ensure that Virus Protection and Patch Management is maintained across their site(s). Ensure that accurate documentation, asset management and software licensing is provided across their site(s). Ensure that Disaster Recovery plans are developed, tested and maintained according to defined standards across their site(s). Ensure that Server performance is monitored and managed according to defined standards. Ensure that backups are completed correctly. Work with other IS staff to ensure that Sarbanes-Oxley requirements are fully met at their site(s). Work with other IS staff to ensure that all Internal/external audits are supported at their site(s). Assists with the planning, purchasing and implementation of PC hardware and software in compliance with Federal-Mogul IS standard policies and procedures. Manage and maintain the printers within their site(s). Ensure site server rooms are managed and maintained in accordance to company policies and standards. Provides user with training and communications on IS policies, procedures and technology. Assists with remote problem resolution for off-site

users as required. Ensures a high level of client satisfaction and service level agreements are achieved to the best of their ability. Assists with the management of projects on site as required. Assists the Regional Coordinator to ensure a consistent approach is maintained. Manages the O365 Microsoft portal to assign and track licenses. Network Administrator Exoticcc Automation and Supply Farmington - Hill, Michigan, US March 2018 to January 2019 Administrating the network equipment and the servers Administrating and deploying Vipre Cloud Administrating and deploying Office 365 Rolling out a new network scope to the remote locations Maintain and rolling out the new Barracuda Outlook add ins as they came out Administrating and maintain the Datto backup solution Creation of new servers inside the VM Sphere which was house on three hosts with two Power Vaults for the data storage Fulfilling all help desk tickets as they come in Maintaining and deploying new Ubiquiti systems to the remote locations Maintaining the Dell SonicWall and the Cisco Meraki's which all were hauling all traffic back to the main office Support for the Syteline, changing printers for end users and assisting in run away print jobs Ticketing system SpiceWorks IT Generalist Grotenhuis February 2017 to 2018 Administers end-user workstations and supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN). Assists personnel of other departments as a computer resource. Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems. Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions. Installs, configures and maintains personal computers, Windows networks, Apple workstations, file servers, network cabling, and other related equipment, devices and systems; adds or upgrades and configures disk drives, printers and related equipment. Maintains site licenses for department/organization. Troubleshoots networks, systems and applications to identify and correct malfunctions and other operational difficulties. Performs and/or oversees software and application installation and upgrades. Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users. Provides computer orientation to new and

existing company staff. Performs other related duties as assigned. Help Desk Tier 1 Tek Systems - Grand Rapids, MI February 2017 to May 2017 Troubleshoot VPN Troubleshoot Windows7 issues Password resets for AD Maintaining ticket system and properly inputting tickets for proper documentation Resolving all calls in under 15 minutes Troubleshoot ActivClient and Active Directory issues Answering calls and assisting the customer with any issue they are having Used Remedy ticketing system Reactive Support Technician SJA Solutions - Grand Rapids, MI August 2016 to January 2017 Troubleshoot scan guns Troubleshoot desktops Lenovo based products and laptops Building new desktop images with recovery media provided by Lenovo RMA products HP switches and other products and talking with manufactures Sorting the inventory by hand and putting the inventory into Excel documents Troubleshoot network issues such as when a computer had the same IP address as another computer and figuring out why computers kept disconnecting from the network Fixing printer issues such as printer driver issues and printer not printing or printers not showing up on the computer Troubleshooting Mac computers with network issues or running virtual machines on them so the customer could have a Windows environment on the computer Creating documentation for the company in its glue Ticketing system Connect Wise Assisting Network Administrators with monthly and weekly network audit Created ARP list for the Network Administrators Help Desk Tier 1 Tek Systems - Grand Rapids, MI June 2016 to August 2016 Troubleshoot VPN Troubleshoot Windows7 issues Password resets for AD Maintaining ticket system and properly inputting tickets for proper documentation Resolving all calls in under 15 minutes Answering calls and assisting the customer with any issue they are having Used Remedy ticketing system Dell Field Tech Smartech and Associates - Grand Rapids, MI January 2016 to June 2016 Provide on-site tech support to include installation, maintenance and repairs of desktops, laptops, and peripherals. Instruct customers in the operation and maintenance of their equipment as needed. Maintain open lines of communication with assigned Service Delivery Coordinator (SDC) to ensure customer satisfaction and meet Service Level Agreements. Track and insure return of all parts Provide SDC with required call closure documentation and necessary reporting. Resolve customer issues using

superior customer service and communication skills. Rebooting servers when they failed to boot and configuring the IDRAC Solving printer issues as they arose Fixing POS machines when anything would fail on them or they would not work Education Associates in Network Administration in Network Administration Grand Rapids Community College - Grand Rapids, MI Additional Information SKILLS SUMMARY Hardware: Dell, Lenovo, HP, EMC, Cisco Routers and Switches, POS Systems, Ubiquiti, Barracuda, Datto, Cisco Meraki, Dell SonicWall Software: Microsoft Office 2003- 2016, Windows XP- 10, Linux, Cisco AnyConnect, Kaspersky, Viper, Avast, Acronos Snap Deploy, Windows Server 2003 - 2016, Mac OS, Barracuda for Office Archiving, Datto server and cloud, VM Sphere, Dell NetExtender, Webroot, Symantec Endpoint Protection/Encryption, Bitlocker, RSA Token, Pulse Secure, Exchange 365

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