Systems Administrator Systems Administrator Systems Administrator - North Ottawa Community Hospital Grand Haven, MI Systems Administrator for the past 12 years. Strong experience in Windows support including all Office Apps, VMware, Citrix Administration, and MAC knowledge as well. Primary experience includes Media, Ecological, and Automotive industries. Work Experience Systems Administrator North Ottawa Community Hospital - Grand Haven, MI 2015 to Present Support and troubleshoot all I.T. related issues for end users   Support all Avaya and Panasonic phone system issues for all users   Provide Hospital phone system solutions   Setup and Provide I.T. equipment for all users   Provide users Technical Support via phone and remote control of PC Troubleshoot any issues with all Hospital Applications   Put in Support Tickets for Doctors and complete in timely manner   Complete all tickets put in by users   Work well in Team Environment and communicate effectively   Take care of issues while being on-call   Currently supporting Windows 7 and 8.1 IT Systems Administrator Newscycle Solutions - Ann Arbor, MI 2014 to 2015 Support End Users for IT Equipment via phone/in person   Support New User Requests via software and hardware   Support any/all networking issues with PC's/Circuits   Document all changes made to IT Procedures and Equip. Tracking   Organizing and ordering any and all IT equipment necessary for end users   Provide info and suggestions for any improvements needed. Making sure all support tickets were taken care of in a timely manner   Control, update, monitor access employee profiles using Active Directory Network Administrator Environmental Quality - Wayne, MI 2012 to 2014   Support End Users for IT Equipment via phone/in person   Control, update, monitor access employee profiles using Active Directory   Support New User Requests via software and hardware   Support any/all networking issues with PC's/Circuits   Document all changes made to IT Procedures and Equip. Tracking   Organizing and ordering any and all IT equipment necessary for end users   Reporting and calling into providers for any/all Circuits/PRI's Provide info and suggestions for any improvements needed.   Making sure all support tickets were taken care of in a timely manner   Monitoring data traffic on all Citrix Xenapp servers.   Help users logon successfully into Citrix   Troubleshoot their Citrix session if frozen or running very slow. Showing users how to run Citrix on multiple screens and how to log off properly as well.   Training

user on how to transfer files back and forth between their Citrix profile and their local profile outside Citrix. I.T. Administrator International Automotive Components - Alma, MI 2007 to 2012   Control, modify, and update our companies computer network   Troubleshoot all PC's, printers, scanners, software, network cabling, etc.   Create, update all PC's by using Altiris   Control, update, monitor access employee profiles using Active Directory   With being the only I.T. employee on board, I was responsible for all 3 shifts 24/7, meaning being on call and coming into work whenever necessary at any time if fixing the problem remotely failed.   Making sure all equipment and software is up to date and working to the best of the company's needs.   TCP/IP management was very important in keeping everything running smoothly and to not have any duplicates.   Making sure all computers were up to date on Anti-Virus software.   Making sure all equipment used had extras in stock just in case something failed. Education B.S. in Computer Information Systems Ferris State University - Big Rapids, MI May 2007 Skills Active directory, Cisco, Citrix, Dhcp, Remote access, Tcp, Tcp/ip, Telnet, Vpn, Exchange, Deployment, Management console, Altiris, Raid, Backup exec, Tokens, Imaging, Streaming, Qad, Windows server 2003, System Administrator, System Admin, Vmware Additional Information Computer Software Skills   Altiris Deployment Console   Arc Serve Backup - Tape Backup System   Backup Exec 12.5   Crashplan backup   KACE Ticketing System   Active Directory   Adding and Removing User Accounts   Resetting Passwords   Adding and Removing Users to different folders and email Distribution Groups   Giving Users access to certain files Creating Folders on shared network drives   Set permissions and rights for each user and folder Rename User's accounts   Adding and Removing Computer Objects   Renaming Computer Objects   Putting computers in the correct OU (organizational unit)   Adding Users to Office365 email mailbox creation   Ultra VNC   QAD   Windows User Profile Troubleshooting   TCP/IP Management   Setting up different VLAN's for network switches by using Telnet with Console cable to switch   IP address management - Static and DHCP   Network Cable Management   Software Installation   All Microsoft Office Products   Network Equipment such as (Hubs, Switches, Zebra/HP Printers, Intermec/Symbol Barcode Scanners, PC's, etc.)   Rockwell Automation Software - RSLINX   Windows Server 2003/08/12   Swapping out Hard Drives when they fail   Setting up different

RAID configurations for hard drive setup   Setting up TCIP/IP configuration for network ports

Checking permissions and rights of folders for users on server shared network drives   Reviewed

windows logs for errors for unexpected shutdowns or hang-ups   Managed Printers on Print Server

for connectivity and basic and add/remove of printers   Troubleshooted printer issues on print server

     Microsoft Outlook Email - Setup and Troubleshooting   Experience using/Troubleshooted MS

Outlook 2003/2010   Troubleshooted connection issues by checking with online reports from

Microsoft Office365 Exchange   Troubleshooted email profile issues that would not load/start -

sometimes dropping their email profile and having the user log off and back on re-creates their

profile   Setting up signatures   Setting up contacts and calendars   Checking email Exchange

server for email address configurations if users email can't send or receive emails   Maintaining

Hardware and Software - Continuous Upkeep and Updating - Order new parts or replacements

when needed at all times   Work with Corporate Support in resolving specific tasks.   Cisco Access

points/Antennas   Cisco/HP Servers/Routers/Switches   VPN Remote Access - Vasco Remote

Tokens   Sophos Anti-Virus Maintenance   Disk Imaging   AT&T/Winn Telecomm Phone

Communication System - Troubleshooting Desk Phones - Make new phone cables   Citrix

Environment   Using Citrix Access Management Console to troubleshoot user's accounts per Citrix

server - if user's session is locked up or is having issues with one particular program, I can terminate

the process and or their session and have the user log on with fresh session.   Training users on

how to login/logoff their Citrix session   Troubleshoot and monitor Seamless Apps and or Streaming

Apps   Allows me to view what type of computer they have, when they logged in, and how many

sessions they have open

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