

Site Support Analyst Site Support Analyst Systems Engineer - On-site Computers, LLC Valparaiso, IN IT consultant, having 20 years of experience in providing strategic guidance regarding IT technology and infrastructural enhancements to clients and organizations. Advanced knowledge of Windows Operating Systems, Microsoft Server 2000-2012, Microsoft Active Directory, Microsoft Exchange Server, Linux, Microsoft Office, and Mac OSX. Well-versed in designing, building, and troubleshooting LAN-WAN and replacing Server hardware. Devising innovative strategies to resolve recurring computer and network problems. Work Experience Site Support Analyst Brilljent - Indianapolis, IN July 2019 to Present Working on a project for the State of Indiana, training state employees how to use the new IEDSS system. Advising employees on policy and procedures. Systems Engineer On-site Computers, LLC - Crown Point, IN October 2018 to January 2019 Develop and maintain all manner of I.T. systems for clients Provide 7/24 on-call remote, and on-site I.T. support for clients in various cities. Maintain I.T. systems for clients. Develop and recommended I.T. solutions for business work flow improvement. Hardware repair, and installation. Supervisor: Adam Davis 219-789-9634 Systems Engineer Sparkplug Strategies - Michigan City, IN September 2016 to October 2017 Recruitment, and development of I.T. staff. Develop and maintain all manner of I.T. systems for small business clients. Provided 7/24 on call remote and on-site I.T. support for clients in various cities. Maintain I.T. systems for clients. Develop and recommended I.T. solutions for business work flow improvement. Hardware repair, and installation. Supervisor: Michael Beebe 219-369-2277 Contractor Romack INC - Irving, TX May 2015 to January 2016 Consultant Implemented SQL Server Migration, Windows server 2008 to 2012 migrations. Installation and configuration of Server OS including Server 2012 Project Documentation including Change Control, Firewall requests, product mapping, and Diagrams Computer Tech CHAOS COMPUTERS - Hobart, IN January 2015 to March 2015 Resolved virus and malware issues with a 100% success rate. Set up equipment, including installing cables and hardware. Installed software and operating systems on client computers. Set up and configured hardware and software on client equipment. Maintained accurate hardware and software inventories. Restored data, operating systems, files, documents and drivers. Order from

vendors, price markup and made deliveries when applicable. TRU CHECK METERING SERVICES - Valparaiso, IN June 2013 to June 2014 Updated service record files on equipment drawings and history. Recorded the respective measurements for each project. Worked extended hours on weekday and weekend projects. Consulted with the supervisor electrician regarding the likely risks associated with the assigned job. Consistently updated knowledge of safety requirements and policies. Developed in-depth knowledge of arc flash ratings and standards Administrator VISITING NURSE ASSOCIATION OF PORTER COUNTY - Valparaiso, IN October 2011 to April 2012 \*Contract VNA of Porter County Administered Servers utilizing Microsoft Server 2008-2012 Microsoft Active Directory Microsoft Exchange Server VMware, VMware Fusion, VMware vSphere Hypervisor, EXS/EXSI Aligned office departments and increased inter-department communication and data sharing. Recommended network security standards to management. Monitored network performance and provided network performance statistical reports for both real-time and historical measurements. Managed firewall, network monitoring and server monitoring both on-and off-site. Recommended architectural improvements, design solutions and integration solutions. Designed and implemented new server standards for core business services. Responsible for scheduling meetings with admins for updates on current and future endeavors Managed WAN reaching across 3 external sites with 200+ users Administrator \*Contract Andrews Automotive - Chicago, IL October 2010 to March 2011 Managed Servers utilizing Microsoft Server 2008 R2 Microsoft Active Directory Microsoft Exchange server VMware Provided methodologies for object-oriented software development and efficient database design. Recommended architectural improvements, design solutions and integration solutions. Installed software, modified and repaired hardware and resolved technical issues. Identified and solved technical issues with a variety of diagnostic tools. Established compatibility with third party software products by developing program for modification and integration. Provided continued maintenance and development of bug fixes and patch sets for existing web applications. Ensured network, system and data availability and integrity through preventative maintenance and upgrades. Pirtano Construction Inc - Portage, IN September 2006 to March 2009 Trained in installation of Comcast

Triple-Play. Tested UTP copper and fiber cabling. Completed logs and reports according to established policies and procedures. Diagnosed and repaired hardware, software and system issues. Calibrated and monitored devices following installation. Programmed and troubleshot devices following installation. Recommended system-level hardware and software installations. Attached electrical and telephone wiring to properly connect components. Fed cables through access holes, roof spaces and cavity walls. Positioned and terminated cables, wires and strapping. Drilled holes for wiring in wall studs, joists, ceilings and floors.

Education Bachelor's in Computer Science SAWYER BUSINESS COLLEGE - Merrillville, IN August 1999 to May 2001 High school VALPARASIO HIGH SCHOOL 1988 to 1992 Skills Cisco (Less than 1 year), Firewalls (5 years), Active Directory (5 years), System Administrator (5 years), Desktop Support (6 years), MAC (10+ years), Tech Support (6 years), Help Desk (5 years) Assessments Technical Support Skills Highly Proficient January 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/gbelytwzmf9dzt8t](https://share.indeedassessments.com/share_assignment/gbelytwzmf9dzt8t) Verbal Communication Highly Proficient January 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: [https://share.indeedassessments.com/share\\_assignment/jdxlyqlwwttxeegq](https://share.indeedassessments.com/share_assignment/jdxlyqlwwttxeegq) Proficiency with Microsoft Office: Mail & Calendar (Mac) Proficient January 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: [https://share.indeedassessments.com/share\\_assignment/wjqhq7-prngyaff](https://share.indeedassessments.com/share_assignment/wjqhq7-prngyaff) Proficiency with Microsoft Office: Mail & Calendar (PC) Familiar January 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: [https://share.indeedassessments.com/share\\_assignment/0tyximgbfllrzkv](https://share.indeedassessments.com/share_assignment/0tyximgbfllrzkv) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Broad Spectrum of technical skills Proven Leadership skills Analytical Excellent communication skills Team Player SKILLSET Hardware design and build for the following platforms: Desktops: IBM, HP, Dell, Toshiba, Mac. Servers: HP, IBM, DELL. Norton ghost imaging software. Routing: Cisco, HP Pro Curve, and Dell.

Firewalls: Watchdog Firebox, Sonic wall, PFsense. OS Install and configurations: Windows XP, Vista, 7, 8-8.1, 10, Linux (Red Hat, Suse, Fedora, Yellow Dog) Windows Server NT 4.0, 2000 Advanced Server, 2003, 2008, 2012, 2016. Virtualization: VM Ware, Exsi 5.0-6.5, Parallels 11, Fusion 8, Workstation 11-12.5, Hyper V.

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