Systems Administrator Systems Administrator Queens, NY Work Experience Systems Administrator Genesis10 June 2018 to Present East Midtown, Manhattan Supports 15 different offices & 1200 users total - Level 1- 4 PC support Windows 7/10 - Level 1-4 Microsoft Server support - Office 365 Administration - VOIP Administration - iOS device management - Inventory Management - Currently supporting Active Directory/vSphere/Meraki/Sharepoint/Powershell/Microsoft Dynamics NAV/JetReports/SonicWall/Exchange - Monthly vendor calls to review billing to cut costs SYSTEMS ANALYST ADEN + ANAIS February 2015 to June 2018 Dumbo, Brooklyn - 1-3 level PC support - 1-3 level OSX support - 1-3 level Office 365/Exchange Support - 1-2 level Windows/OSX Server support - 1st level Networking/Printer support - Experience with Active Directory/vSphere/Meraki/Sharepoint/Powershell/Microsoft NAV/JetReports - Creating 2X admin level/end user how-to documentation per month - Provisioning new hires & giving bi-monthly IT trainings. - Monthly operations meetings to schedule server maintenance & review group policy/data retention - . Monthly server maintenance after office hours to ensure company is up to date from a networking & security standpoint. - Cross-Departmental software scoping. - Ensure conference rooms are kept clean from a tech standpoint. - Supported the Tokyo/UK/AUS offices during their office hours. IT ANALYST FORDHAM UNIVERISTY - Bronx, NY August 2014 to November 2014 - Receives approximately 40-50 calls per 8 hour shift from students, faculty, and Professors. - Monitor and follow up on ticket requests in the email queue. - Provide walk-in support for students and faculty. - Provide resolution and assistance to standard supported applications: Active Directory, MS Office, Symantec, Adobe Suite and other supported proprietary applications and systems. - Log all calls into Magic Ticket Tracking System. - Document and assign call tickets to related IT groups for further support. Education QueensBorough Community College August 2009 to April 2011 Skills Active Directory, System Admin, Vmware, System Administrator

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