

IT Administrator IT Administrator Dayton, OH Work Experience IT Administrator Reach Out of Montgomery County 2017 to 2019 Functioned as IT Administrator and sole IT point-of-contact for non-profit healthcare organization, supporting end-user issues, hardware installation, server, workstation, and network maintenance Set up and maintained Windows Server environment including Active Directory, DHCP, DNS, and file servers Worked closely with organization members and various external vendors to communicate between each other, and ensuring that projects were completed on schedule and under budget Client Systems Technician United States Air Force 2016 to 2019 Served on and managed the Information Technology Team to provide technical support for Desktops, Laptops, Servers, the Local Area Network (LAN), and the Wide Area Network (WAN) Provided senior technical first call resolution to support users from multiple bureaus and offices; Support included responding to service tickets or answering phone calls, as well as troubleshooting and resolving IT applications or any technical computer issues related to customer workstations or desktop applications Installed, debugged, modified, and maintained end-users hardware and software to access the LAN, WAN, Internet, and Intranet mainframe-hosted system Coordinated Windows 7 to Windows 10 deployment project for a military base of 30k+ users, achieving 100% upgrade compliance three months ahead of government-mandated deadline Trained and managed a team of junior technicians, providing individual coaching as needed As an additional duty, controlled entry into the installation, protected assets and personnel vital to national security, safeguarded classified data, monitored and responded to all alarms, reported and documented all security incidents, and conducted regular patrol of the area Independent Contractor for Administrative Specialist Assignments 2010 to 2016 Provided contract work for various Administrative projects and temporary assignments Key assignments include the following: The Plexus Groupe Worked in a team environment providing liaison services between Property & Casualty insurance providers and client companies Composed and issued ACORD Insurance Liability/Property Certificates and Automobile Insurance Documentation as requested by clients Get Fresh Produce, Inc Led a Vendor Certification project which gathered food safety documents from business partners in order to ensure that only high-quality product reached the end-users

Gathered past-due funds for Accounting department by notifying and corresponding with clients, bringing \$10,000-\$20,000 back to the company weekly Executive Administration, Inc Managed the media sections of a corporate website during a complete website overhaul project Utilized Drupal software to upload, tag, verify, and proofread Photos/Videos/Informative Articles for the Members Only section of the new corporate website Merrill Lynch Handled Managed Money Account administration for high-net-worth clients Supported Financial Advisors by providing account/business information of clients Education Associate of Arts Columbia College - Columbia, MO Skills Active Directory, Cisco, Security, firewalls, Exchange, DNS, LAN, VPN, Networking, Microsoft Office (10+ years) Military Service Branch: Air Force Service Country: United States Rank: E-4 2016 to 2019 Certifications/Licenses CompTIA Security+

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