

IT Systems Administrator IT Systems Administrator IT Systems Administrator - Grace Healthcare Services Work Experience IT Systems Administrator Grace Healthcare Services November 2016 to Present Implemented biometric timeclock to ensure payroll compliance for office-based staff Developed procedures, policies, and training materials for newly implemented EMR Software installation and troubleshooting on workstations/laptops, reloading/imaging/deploying Win 7/10 operating systems, Allscripts database client software, and user profile services. Enforced HIPAA compliance by creating policies, training, and implementing secure messenger Configured secure remote access through firewall for off-site users using RDP Administrator for Active Directory, MS Office 365/Exchange, Verizon Enterprise, Broadview, and MaaS 360 Configured Poe switches for VoIP phones and peripheral devices Set up workstations for new hires and disaster recovery site Created and administered the technical support department, developed procedures and guidelines for team Supported installation and troubleshooting of printers and peripheral devices Oversaw project to upgrade existing public website and social media Configured and implemented new office VoIP system Implemented mobile CRM for sales team Server Installation Bessemer Trust May 2016 to September 2016 and regulation including Net Backup and data migration Hardware/software troubleshooting on workstations, servers, and switches Monitor health of local and remote systems using environmental software Supported network security administering Duo Authentication Senior 9-1-1 Emergency Responder Perth Amboy Police Department 2012 to 2016 Network troubleshooting Responsible for the training of new employees Education Bachelor's in Computer Information Systems Walden University 2016 to 2018 Criminal Justice Saint John's University - Staten Island, NY 2006 to 2012 Skills ACTIVE DIRECTORY, DNS, EXCHANGE, DHCP, NETWORK ARCHITECTURE, System Administrator, System Admin, Vmware, Linux, Sonicwall (2 years), Windows 7 (7 years), Windows 10, Windows Server, Microsoft office, Office 365 Certifications/Licenses Valid Drivers License Assessments Basic Computer Skills: PC Highly Proficient August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: [https://share.indeedassessments.com/share\\_assignment/umjsvjohhabcn6qy](https://share.indeedassessments.com/share_assignment/umjsvjohhabcn6qy) Technical Support

Highly Proficient August 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/ooupnvsaevs4g7fl](https://share.indeedassessments.com/share_assignment/ooupnvsaevs4g7fl) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Improved company-wide proficiency with implementation of real time reporting EMR system to replace patient charting, billing, and payroll from previous paper system. Provided end-user support for desktop and mobile devices for 400+ employees with 100% resolution on all issues. Migrated office environment to Windows 10. Evaluated company processes and identified more than \$35,000 in savings. Key Skills Ability to operate in a fast paced/high pressure environment Strong organizational, analytical and multitasking capabilities Proficient in resolving hardware and software issues on desktops, laptops, and peripherals Understanding of network architecture and security devices/protocols Knowledge in Windows 7/10, Windows Server 2008/2012/2016, VMware, SonicWall, Backup Appliances Proficient in MS Office 2013/2016/2019 Strong knowledge Office365 Admin Portal/Exchange and organizational setup Experience in Active Directory user management, GPO, security principles, DHCP, DNS Experience with MDM and DEP tokens for iOS and Android devices Project Management Knowledge with protocols and port configurations to accommodate VoIP Experience with Powershell, SQL and Visual Basic

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