Systems Administrator Systems Administrator Systems Administrator - RCM Industries Palatine, IL Pre sales Engineer or MS Account Manager Work Experience Systems Administrator RCM Industries - Franklin Park, IL June 2018 to Present   Support SD-WAN with 4 plant locations and 300+ end users.   Day to day end user support and concurrent projects.   Windows Hyper V environment running 50 virtual machines.   Cisco Small Business switching at all plants.   Support manufacturing specific programs and systems. Senior Consultant PCS International - Inverness, IL June 2016 to June 2018   Onsite support doing general Sysadmin duties and client facing.   Pre-Sales efforts including site survey of potential clients.   Enter potential business Opps in ConnectWise   Product and services recommendations to clients.   Work with sales to spec product and generate SOW.   Tactical/Operational calls with clients on regular basis.   Yearly visioning meetings with clients to cover the future of tech.   Proficient with high-density Wifi systems for education.   Admin of ConnectWise and Quosal ticketing and quoting systems. Managing Consultant Project Leadership Associates - Chicago, IL July 2009 to May 2016   Make communication and client satisfaction a top priority.   Lead design and planning sessions with clients.   Create and update client documentation.   Write Scopes of Work for hardware refresh projects.   Regular client management meetings to go over budgets and 2 to 3-year tech plans.   Advise clients on hardware refreshes and upgrades.   Led multiple Office 365 cloud migration projects.   Experience with Office 365 Administration Portal for multiple clients.   Beginning knowledge of running Azure at client sites.   Network Administrator for Managed Services and Small Business Services division.   Administrator of N-Central network monitoring software solution supporting 40+ small to medium size clients. Also installed for new startup clients. Remote Network Administrator for multiple large clients. Duties include weekly reports for clients in: disk usage, Exchange store size, SQL DB size, BlackBerry CAL counts, EVault and Backup Exec jobs, AD maintenance/cleanup, and AV solutions.   Receive and troubleshoot escalated tickets from Help Desk when issue is still not resolved.   Manage and approve WSUS updates for production into client environments.   Experience in installing and maintaining Windows Server 2008/2012 also strong in Hyper-V.   Support/maintain Exchange 2008/2010/2012 and Office

2007/2010/2013.   Basic knowledge of VMWare and Vsphere systems   Intermediate knowledge of Cisco, Dell, and Sonicwall switches and firewalls. IT Specialist III Veolia Transportation - Oak Brook, IL April 2007 to July 2009   Support 2000+ end users in 80 sites nationwide across 3 different domains.   Solve user issues over the phone while remotely connected to user's pc.   Troubleshoot Microsoft Terminal Server/Services and Exchange Server 2000/2003.   Proficient in Windows XP, Office 2003/2007, Citrix Program Neighborhood, CA Unicenter, CA Admin Desktop Mgmt., Cisco VPN, Microsoft Active Directory, Bsafe Enterprise Security, Windows Remote Desktop Connection, Mochasoft Emulator, DameWare Remote Viewer, and many others.   CA Unicenter Remote Control to remote into user pcs to solve issues.   CA Unicenter Software Delivery to deploy software across the domain.   CA Unicenter Service Desk to record and keep track of request tickets.   A/S 400 user account administration with Bsafe Enterprise Security.   Image pcs with Acronis True Image and Snap Deploy.   Active Directory to create/maintain user accounts and reset passwords. Understanding of AD Group Policies, their effects and ramifications.   Setup Outlook, Corporate Intranet, and Web mail remotely.   DameWare Remote Viewer to deploy and install software remotely.   Build and configured Windows 2003 Server to deploy OS images with Snap Deploy. Build/setup File/Print server with Server 2003 R2.   Avaya ASA Office Phone switch/voicemail administration.   Symantec Backup Exec 11 for daily/weekly corporate server backup tapes. Help Desk Technician Terlato Wines International - Bannockburn, IL January 2007 to April 2007 Answer, assist, and solve problems both in-house, and with field users.   Install/operating experience with Citrix (Thin & Fat Client), Gelco, UltraVNC, Cisco VPN, ProDiver, NetMeeting, JDEdwards XE environment (Thin/Fat Client installs), plus numerous others.   Operate IBM AS/400 in PDM language and initialize/display daily backup tapes.   Setup Outlook 2003 to run from company Exchange Server.   Daily maintenance of Terminal/Application servers in JDE environment.   Implementation/security of wireless and regular networks for corporate intranet. Standard-build of notebooks & desktops with required company software - both from scratch and Norton Ghost.   Documentation for IT dept on how to install various software. Night Supervisor/Cashier III Northeastern Illinois University - Chicago, IL March 2001 to April 2007

Receive tuition and misc. payments and balance drawer on daily basis. Investigate and solve discrepancies in student accounts. Night Supervisor of dept. with 3 student aids. Assist Accounts Receivable and Student Loan Dept's when needed. Education B.A. in Music Performance Northeastern Illinois University - Chicago, IL 1996 to 2000

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