Systems Administrator Systems Administrator Systems Administrator - Henry-Ann Company, Inc Murrieta, CA IT Support Technician with 8 years of experience in network infrastructure, hardware support, information security, technical support, web development, and structured wiring. A jack-of-all- trades with extensive experience supporting organizations ranging from 5-100 employees. Proven experience providing technical support for both hardware and software issues. Proficient in a wide range of operating systems, including OS, Linux, and Windows. Work Experience Systems Administrator Henry-Ann Company, Inc - Temecula, CA June 2014 to Present Provides front-line user support for hardware and software, management of Office 365 and multiple Microsoft Exchange/Business email accounts, Microsoft Project support, data recovery from failed hard disks, virus removals, network support. Installed and maintained new CAT3-6a/BNC/Audio in wall cable runs and rack mount server installations running various operating systems from Apache Linux to Windows Server. Utilizes a broad range of operating system knowledge, including Mac OS, Linux, and Windows, to effectively troubleshoot critical issues. Highly proficient with remote assistance services including Join.Me, Bomgar, Team Viewer, and GoToMeeting, if these options fail, I travel to clients location for on-site support. Extensive website management experience for the company website, i.e. posting new projects, lead generation, design changes, social media involvement, and web facing advertisement planning (Google Adwords, Analytics, Facebook Ads, SEO, etc.) MYSQL Server Administration for online/field portal, and database management for Time and Materials Reporting program built, published, and maintained my myself. Company required a large custom database/api for construction projects. Projects were stratified by materials, hours, labor rates, services, tax rates, ticket numbers, employee billable hours, and cost projections. Expert Prosites, Inc - Temecula, CA November 2015 to June 2018 Temecula, California November 2015 - June 2018 Worked closely with our senior program development engineers to troubleshoot IMAP/POP3/Exchange/Cloud hosted emails, Cisco firewall configuration, secured/encrypted email services, new product developments, Coded custom HTML5/CSS/PHP/Java/Python/MySQL user requested changes to reflect the customer's vision through web based software solutions using Windows, Android, and web- based technologies

Conducted QA testing and user acceptance verification by creating custom website fixes, patches, and solutions through Javascript, PHP, HTML5, CSS, to customer complaint/requests. Implemented Object Oriented Programing techniques created by senior developers to create innovative software solutions for our clients. Provided client facing technical support for over 8000 dental/medical/veterinary practices regarding advanced issues such as domain transfers, web content transfers, SSL Certificate configuration, website/software HIPAA Compliance, software configuration for numerous programs i.e. Dental Symphony, Practice Mojo, Eaglesoft, DentalSoft, Dentrix, and a myraid of others. Expert knowledge and experience using Microsoft CRM, Salesforce, Spiceworks, Microsoft Office Suite, and local intranet systems (Onenote, Sharepoint, etc.) Staples Easy Tech - Temecula, CA February 2012 to November 2015 Temecula, California February 2012 - November 2015 Provided On-Site and In-Store desktop/laptop/printer, including repair, virus removals, network system upgrades, data recovery, data backup, system maintenance, project tracking and sales. Created custom service tickets for every customer using proprietary ticketing software, usually 3-7 tickets per day regarding various computer problems from simple questions and hardware installs to advanced ransomware decryptions and major hardware failures requiring 3rd party witness by government agency (i.e. tequila filled harddrives, fire damaged laptops, pet digested media, 'Unknown Devices', and other interesting situations) Trained future teams, colleagues and customers on the proper use of modern technology (Windows Vista - 10, Mac OS, Android, iPhone OS, Taxes, Bluetooth, Computer/Network Security, Viruses, Email, Cellphone Data Usage, anything technology related etc.) Configured computers and mobile devices for hundreds of clients from Boeing astrophysicists with scripting and technical programming questions to the elderly who are just learning to use a keyboard. Value oriented sales approach would lead to more followup visits, and better customer satisfaction - eventually customers would send their friends/colleagues, and business would become incredibly busy. Multiple technicians were hired/required to work on client projects due to the sheer volume of our customers' needs. Skills Mysql, C++, Object oriented, Object oriented programming, Oop, Python, Visio, Linux, Hipaa, Networking, Security, Crm, Microsoft crm, Information security, Technical

support, Java, Ms office, Excel, Outlook, Powerpoint Additional Information Professional Skills Information Technology: Advanced   Information Security/ HIPAA Compliance: Advanced Networking & Infrastructure: Advanced   Technical Support: Expert   Salesforce/Microsoft CRM/ Spiceworks Ticketing System: Advanced   Operating Systems: Windows, OS, Linux: Advanced Office 365 Administration: Expert   Object Oriented Programming (OOP): Intermediate   Languages: Java, Python, C++: Intermediate   Visio: Intermediate   MS Office (Word, Excel, PowerPoint, Outlook, Access, Project): Expert   Graphic Design: Intermediate   MySQL: Advanced

Name: Dr. Jessica Simon

Email: pamelaschaefer@example.com

Phone: (336)585-0390x5969