

Freelance Network Administrator Freelance Network Administrator Freelance Network Administrator

- Self-Employed Stone Mountain, GA Work Experience Freelance Network Administrator

Self-Employed - Columbus, GA January 2016 to Present Designed and implemented an RDP server

for a medical office. ? Setup of complete installations of Windows and Linux on laptops and towers

and routine IT maintenance ? Handling of various networking issues ? Ad-hoc general security

consulting ? Provision of networking guidance in support of existing infrastructure or planned

changes Systems Engineer Inspire Brands - Sandy Springs, GA February 2019 to June 2019

Performed Tier 1 and Tier 2 troubleshooting and issue resolution in person and remotely on multiple

domains, desktide and remote, using Remedy for documentation ? Assisted in headquarters move

planning and post-move user triage ? Designed and implemented a comprehensive asset

management system using Wasp AssetCloud ? Improved provisioning process by using PXE

booting and applying asset management simultaneously ? Coordinated with multiple teams to

evaluate improving the implementation of SCCM Client Services Technician Support.com - Stone

Mountain, GA July 2018 to February 2019 Provide troubleshooting of various problems for users

along with proactive education ? Coordination with multiple departments to ensure resolution of

client issues ? Adhering to rigorous standards to protect sensitive information ? Documentation of

every customer interaction and troubleshooting interaction IT Field Technician Brooksource/WellStar

- LaGrange, GA October 2017 to April 2018 Deployment of various types of IT equipment in support

of an EHR transition for Wellstar ? Configuration and troubleshooting of Dell Wyse zero and thin

clients ? Maintaining adequate records of inventory, including new equipment and old ? Testing

application for users' workflow and for quality assurance ? Coordinating with onsite and offsite

techs/analysts to resolve issues IT Helpdesk Technician Troy University - Phenix City, AL

September 2016 to September 2017 Served as on-location technician for 2 buildings on the Troy

Campus averaging 50 users; and servicing help desk tickets remotely from over 10 locations. ?

Explained complicated technical concepts to users with varying degrees of technical understanding.

Admissions Department Assistant Columbus Technical College - Columbus, GA August 2015 to

August 2016 Retrieved and organized student records, and indexed documents into an Ellucian

database. Education Associate Degree Columbus Technical College - Columbus, GA June 2016  
Skills Windows, Technical Support, Networking, Active Directory, Vmware Certifications/Licenses  
Network+ January 2017 to June 2022 Security+ June 2019 to June 2022

Name: Teresa Cruz

Email: parkerjason@example.net

Phone: 600.378.2411