

Systems Administrator | Systems Administrator | Systems Administrator | - Direct Distributors Benson, NC Experienced Systems Administrator with a demonstrated history of working in the information technology and services industry. Skilled in Network Troubleshooting, Networking, Critical Thinking, Computer Hardware Troubleshooting, and Structured Cabling. Strong information technology professional with a Associate's degree focused in Engineering from Johnston Community College. Authorized to work in the US for any employer Work Experience Systems Administrator I Direct Distributors, Inc. - Garner, NC May 2018 to Present Manage remote Active Directory, DHCP, DNS, etc. across an eight store network Primarily responsible for repair and inventory of hardware company wide Administer local test server Create test environment to prepare for coming updates Responsible for monitoring and updating various software on the network Monitor connectivity to remote servers, repairing or escalating when necessary Freelance PC Technician Self-Employed - Benson, NC July 2016 to Present General break/fix repairs Driver installation Printer troubleshooting and repairs Virus removal and anti-virus installation OS installation Network setup and repair Configure Windows Firewall General software installation Produce Associate Food Lion - Benson, NC October 2017 to May 2018 Create orders to keep in stock and at an acceptable level Open department while adhering to company opening policy Close department while adhering to company closing policy Engage with customers in a positive and productive way to ensure customers have the best possible experience Ensure all product meets quality standards set by Food Lion Provide excellent customer service over the phone Dispatcher East Coast Towing - Raleigh, NC August 2016 to September 2017 Ensure all information is relayed to the driver quickly and correctly Manage tickets using Windows and cloud based remote desktop software Manage database of all towed and impounded vehicles Provide excellent customer service over the phone and in person Perishable Associate Food Lion - Smithfield, NC May 2014 to July 2016 Maintain proper handling, date and quality control practices Maintain quality and condition of product Observe and correct all unsafe conditions that could cause associate or customer accidents Provide total customer satisfaction Engage and interact with customers to create a positive experience Adhere to all company guidelines, policies and

standard practices Comply with scheduling and Food Lion policy standards Education Associate
Johnston Community College - Smithfield, NC May 2016 Skills Customer Service (5 years), Retail
Sales (3 years), Cabling (3 years), Software Troubleshooting (3 years), Hyper-V (2 years), System
Administration (1 year), Desktop Support (3 years), Active Directory (1 year), DHCP (1 year), DNS
(1 year) Links <http://www.linkedin.com/ztlychalk> Certifications/Licenses CompTIA Network+ July
2017 to July 2020 CompTIA A+ December 2017 to December 2020 CompTIA IT Operations
Specialist December 2017 to July 2020

Name: Hunter Watts

Email: nicholejohnson@example.com

Phone: 001-535-281-1510