

Systems Administrator | Systems Administrator | Systems Administrator | - Bluegrass Cellular
Elizabethtown, KY Work Experience Systems Administrator | Bluegrass Cellular January 2019 to
Present Administered over 60 Meraki networking devices, including the MX, MS, and MR products.

Acted as project lead and technical resource during a push to replace all defective Meraki switches at 18 store locations. Assisted with development and deployment of Raspberry Pis to replace a vendor-supported broadcast player system for store demos, saving \$45,000 for the company. Wrote Python scripts and PowerShell program to automate the changing of audio files on Raspberry Pi's from one central location to 18 different store locations. Successfully rebuilt entire phone system infrastructure and acted as technical lead during that project. This included Cisco UC servers and all 3rd-party apps. Supported many 3rd-party voice applications, including Upstream Works, Calabrio, 2Ring, SurveyCX, MicroCall, Bridge Operator Console, and Variphy. Successfully deployed Calabrio v10 to multiple Contact Centers and acted as primary technical resource for that product. Used vCenter to create new VMs, implement VM snapshots, and manage a VM inventory. Service Desk Technician Bluegrass Cellular April 2018 to December 2018 Used Active Directory extensively to manage user profiles, migrate users, disable users, etc. Supported and performed troubleshooting on a plethora of devices, including IP Printers, Desktop PCs, IP Phones, POS Stations and Peripherals, as well as the accompanying software for each of these devices Set up and connected a multitude of user workstations, including multiple-monitor stations, IP Phones, laptop docks, etc. Traveled to store locations to complete IT maintenance and provide IT Service solutions. Worked with Networking team to install networking equipment to racks, observed best practices with cable management, and configured said equipment Set up local network to push firmware out to multiple networked PDUs at once, leading to an efficient and secure solution Implemented Automation solutions via PowerShell for Internet Helpdesk to increase speed of user logons and ease-of-use Used PowerShell to automate Active Directory tasks and create tools for the Service Desk team Used tools such as FirePower Management Center and Wireshark to troubleshoot firewalls Configured users in CUCM, Cisco Unity, and UCCX, as well as set up both soft phones and hard phones Education Bachelor of Science in

Network Ops & Security Western Governors University September 2019 Bachelor of Arts in History
University of Kentucky May 2015 Additional Information CompTIA A+, Network+, Security+,
Linux+/LPIC-1 Cisco Certified Network Associate (CCNA): Routing and Switching Cisco
Certified Design Associate (CCDA) ITIL Foundations CIW Site Development Associate Cisco
Certified Network Associate (CCNA): Security

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