Senior IT Analyst / Systems Administrator Senior IT Analyst / Systems Administrator Senior IT Analyst / Systems Administrator IT Professional with over 5 years of experience providing System Administration and user support. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns in relations to networking, systems, and servers. Excellent communication and customer service. Work Experience Senior IT Analyst / Systems Administrator Hyla Soft Inc - Chicago, IL February 2014 to May 2019   Successfully lead deployment and training teams in SPC and MES projects leading to increased customer retention   Helped manufacturing customers automate and improve their production process by creating customized SPC & MES projects   Resolved database issues writing SQL scripts using SQL Server Management Studios 2012, manage all databases   Performed software training and data analysis to improve production processes   Provided hardware and software support for Windows PC and tablet users   Managed LAN/WLAN, G Suite, Office 365, Cisco accounts and on-premise applications   Developed technical documentation and user manuals   Configured and set up VMs using VMware Workstation 12 Help Desk Tier I Follett Higher Education - Aurora, IL April 2013 to October 2013   Managed network accounts in Active Directory and Windows applications   Troubleshoot service requests for Windows 7, Mac OS X and browser issues   Troubleshoot hardware and software issues on Windows 7 desktops and laptops.   Troubleshot and resolved network issues.   Used ticket management software to document resolutions and ticket statuses using Sales Force CRM application   Used malware software to remove viruses from infected pcs.   Restored and upgraded OS and hard drives.   Provided excellent technical support and customer service by phone and email   Escalated hardware and software issues to Tier II and Tier III technical support levels   Trained new employees on software applications   Achieved a 98% customer retention and satisfaction rating Maintenance Software Engineer Schaumburg, IL January 2013 to February 2013   Performed validation testing on Windows applications and resolved software bugs by writing VB.NET code.   Deployed VB.NET code fixes to the production server after validation testing passed.   Managed tickets in Salesforce, documenting corrected VB.NET code.

Presented issues and resolution to management is weekly status meetings. Education Bachelor of Science in Technical Management in Technical Management DeVry University - Addison, IL Skills DATABASE, SQL SERVER, SQL SERVER 2012, SQL, ACTIVE DIRECTORY

Name: Donald Kelly

Email: kramerjoy@example.org

Phone: 378-760-3409