Systems Engineer Systems Engineer Systems Engineer Muskego, WI Work Experience Systems Engineer NSR Business Solutions - Racine, WI July 2018 to August 2019 Level 3 escalation service desk Support of factory floor technologies and production operations Administration of network infrastructure Troubleshooting of client technical issues Installation and provisioning switches WIFI, port configuration Systems Engineer BCSISIT - Milwaukee, WI May 2017 to August 2017 Level 3 escalation service desk and business units Support and vendor implementation of factory floor technologies and production operations Administration of network infrastructure Internet service provider upgrades Installation and provisioning switches WIFI - VLAN, port configuration, access control Support of Cisco Meraki MX security appliances Systems Administrator Waterford, WI October 2016 to February 2017 Runzheimer   Veem, Backup Exec Disaster recovery planning Implement disk to disk solution Systems Administrator Milwaukee, WI March 2014 to July 2016 Administration of Microsoft AD, file systems, security, Internet Information Services, VMware and MS SQL Level 3 escalation from help desk resolving immediate and unresolved problems and issues Updated firmware, operating systems, and security patching Cisco switch upgrades VLAN and port provisioning Systems Administrator Brookfield, WI June 2012 to January 2013 Milliman Administration of a Microsoft network and associated services for a Pharmacy analysis site Performed troubleshooting and optimization of a server base of 38 systems Maintained firmware, hardware code updates and security patching Antivirus and malware endpoint support and response Computer Information Systems Platform Engineer II Milwaukee, WI September 2006 to February 2012 Performed VMware server builds and the virtualization of general servers and public-facing websites In conjunction with security team determined firewall port and segmentation requirements Provided liaison role for software developers for OS, perquisites, and deployment Infrastructure support and troubleshooting of IIS web hosting Network Engineer Milwaukee, WI October 2002 to September 2006 Support team member for problem escalation - hospitals and clinic field staff Responsible for data center operations and vendor medical software -GE Installation and support of Electronic Medical Records, Bar Coding, and RFID Builds for Windows Servers Turn up of new facilities network infrastructure Cisco switches Education Computer

Electronics MBTI Business Training Institute Skills Active Directory Additional Information Broad, hands-on experience with server/client hardware platforms Work with network infrastructure and troubleshooting WAN, LAN, WIFI, switching Experienced with Microsoft Server operating systems Implementation of Virtualization VMWare, Hyper-V Successful at Level 3 problem resolution and escalation including vendor relationship management, technical contracts, dispatch and multivendor problem resolution Backup and disaster recovery Exemplary interpersonal skills and customer service Vendor and internal support, factory floor, building automation, data collection, PLC, HVAC, environmental and security Electrical and electronics background

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