

Sr. IT Systems Technician Sr. IT Systems Technician Sr. IT Systems Technician Chicago, IL Work Experience Sr. IT Systems Technician CLUNE CONSTRUCTION COMPANY, L.P November 2013 to July 2019 Supervisory Position Provide support in a ticket-based support in a technology dependent environment Windows 7, Windows 8, Windows 10 Support Mobile Device Management Invoice Coding Provide remote and on-site end user support as needed to 200 plus users in a professional office environment Inventory Tracking Software Installation Hardware Setup/Installation. New user account setup in Active Directory and mailbox setup in Office365 in a hybrid environment New user workstation setup and deployment using Microsoft Deployment Toolkit & SCCM 2012 General troubleshooting Virus & malware and diagnosis and removal. Create & Maintain Procedure Documentation Mitel VOIP Phone system management Windows Server 2008 & 2012 Support On-call as needed Systems Administrator/NOC Systems Technician October 2009 to November 2013 MICROS-RETAIL/ORACLE I. Systems Administrator: Provide support in a ticket-based support environment Windows and Mac OS X Support Mobile Device User Support Provide remote, in person telephone support to end users as needed. Supported 220 plus, users in a strict technology dependent office environment Inventory Tracking Software Installation Hardware Setup/Installation. New user account setup in Active Directory and mailbox setup in Microsoft Exchange versions 2007 & 2010 New user workstation setup and deployment Server setup; racking; and configuration Image creation and rollout using Norton Ghost and Microsoft Deployment Toolkit General troubleshooting Virus & malware and diagnosis and removal. Avaya VOIP Phone system management On-call as needed Travel and Remote Office Support Reporting for PCI Compliance Symantec Backup Exec Administrator Administrator for Serena Business Manager Ticketing System NOC Systems Technician October 2009 to May 2010 Provided limited to support to the Network Operations Center customer-service based Trouble Ticket Creation and Escalation Monitor processes and jobs in various web-based platforms (IIS, TOMCAT, Websphere, apache) Monitor and access 500+ servers via HP Opsware Client Direct Customer Relations via Telephone or e-mail as needed. Maintain logs for Shift Transition daily inspection of Local Data Center Assist with tape library maintenance and back up. Provide

support to internal and client-side Engineers and Project Managers Production Systems Support Specialist SUN-TIMES NEWS GROUP August 2007 to April 2009 Provide system support for major publications system. Created work orders, and/or completed work orders as needed Worked with an out-sourced Help Desk to coordinate or contact essential personnel Monitored processes and work flows on application servers Assisted in the successful integration and rollout of new and upgraded systems Created and submitted nightly logs for the shift, reporting any problems if needed. Trouble-shooting problems on both Apple/Macintosh (9.2 through Mac OS X: Tiger & Leopard), and Windows Platforms (Windows NT4 through Windows Vista). Provide remote support and assistance whenever needed via TCP/IP connection Supported 250-300 users in strict deadline-based environment Data Center Operator SUN-TIMES NEWS GROUP August 2005 to August 2007 Prepare and print various reports and invoices for advertising, classified, and circulation departments Generate, prepare, and print invoices for mailing VAX System Operator Assisted in administration and setup of CommVault(TM) and Veritas Backup-Exec back-up system and various other manual back-up systems Assisted in implementation of IT related Sarbanes-Oxley compliance policies and procedures Maintained HP(TM) printers and schedule service calls as needed throughout office building Rendered new invoice forms through RemotePrint(TM) Invoice System Troubleshoot and provide limited desktop support as needed Assisted Systems Analysts and provide assistance to help desk as needed Education BACHELOR'S OF SCIENCE in COMPUTER INFORMATION SYSTEMS Kaplan's School of Information Technology - Davenport, IA May 2014

Name: Brandi Kramer

Email: wrightjames@example.com

Phone: +1-462-978-8272