

Systems Administrator Systems Administrator Systems Administrator - Tata Consultancy Services
Warren, MI Work Experience Systems Administrator Tata Consultancy Services - Troy, MI 2016 to
Present Same job successes as previous job Technologist Desktop Support Kmart
Corporation/Sears Holdings - Troy, MI 2005 to 2016 2005 to 2016) Key Contributions: ? Image,
configure, and install software on various devices including PC's and Laptops for customers
throughout the business ? Execute break/fix activities to repair broken devices, primarily PC's and
laptops. This includes contacting customers for onsite and offsite repairs as necessary ?
Troubleshoot E-Mail, Network, and PC setup and connectivity. Assisted users both on phone and in
person at their workstation. ? Accurately and thoroughly record information into ticket tracking
system, ServiceNow, Sysaid, and SHARE ? Provide escalated support and troubleshooting for
software and hardware issues ? Provide second-level support on tickets escalated from the
Service Desk staff regarding IT issues and requests > Knowledgeable utilizing Remote Desktop
and Dameware to support remote clients > Provided client support for business migration from
Exchange to Office365 and Office 2010 to Office 2013 > Provided client support/training for all
Cisco VPN clients converted to F5 VPN Education High school or equivalent Assessments Basic
Computer Skills: PC Proficient June 2019 Measures a candidate's ability to perform basic
computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full
results: https://share.indeedassessments.com/share_assignment/bzpvqdkynpxzku1 Technical
Support Familiar June 2019 Measures a candidate's ability to apply protocols to identify errors and
solutions in order to maintain system function. Full results:
https://share.indeedassessments.com/share_assignment/jarvong-ywbffikm Indeed Assessments
provides skills tests that are not indicative of a license or certification, or continued development in
any professional field. Additional Information Microsoft Certified Professional (MCP) ITIL
Foundation Certificate in IT Service Management Dell Certified

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