

Systems Administrator Systems Administrator Systems Administrator - Charity Technology
Sacramento, CA To obtain a position in my field of studies. Authorized to work in the US for any
employer Work Experience Systems Administrator Charity Technology - Citrus Heights, CA 2011 to
Present Hardware and Software installation, configuration, and troubleshooting Active Directory,
Exchange Profiles, Permissions and Distribution Lists Etc Provides intermediate level remote
assistance and support on desktop and office automation products such as: Microsoft Office Excel,
Word, and Outlook, Internet, Microsoft Windows, personal computers, laptops, remote access, and
printers TCP/IP Network Configurations, Troubleshooting Networks - Routers & Firewalls
Microsoft Office and Various Security Suites Includes Special and Personalized Software
Consults, Recommends, and Provides Insight, Knowledge and Educate Business and Home Users
Network Administrator GMAC - Sacramento, CA 2010 to 2011 Install, configure and update
software (virus protection, JAVA, Microsoft Office and WinFiles), Operating Systems (Server, XP,
Vista and Windows 7) Hardware storage and memory Create user accounts for new employees
including profiles and permissions Remove user accounts of terminated employees, ensuring that
all files are protected Mapped networks to increase efficiency Research and recommend
hardware and software needed to improve systems and business needs Technical Support
Representative Dish Network/EchoStar - El Paso, TX 2009 to 2010 Provided remote support to
customers and other I.T. Members configuring, trouble shooting, and integrating applications and
network products in a multi vender environment Documenting incidents, written instructions, and
notating detailed relevant information on accounts Network Analyst PRIDE Industries - Roseville, CA
2009 to 2009 Maintained, configured, mapped and troubleshot networks to ensure they were
secure and running properly Utilized Windows Services (Active Directory) to create groups for
various departments. This ensured that all members of the department had the same standardized
permissions. Edited permissions for Department Managers as necessary Education Bachelors in
Applied Arts Sacramento State University - Sacramento, CA June 2012 Associate in Applied
Science in Information Technology Heald College - Roseville, CA July 2010 Skills testing, Active
Directory, HTML, Security, Active Directory, Cisco Certifications/Licenses CompTIA A+ Additional

Information Technical Skills: Knowledge of networking standards, protocols, services, and resources. Provide technical support in person or over the phone. Configure common network services. Troubleshoot hardware and software issues Comptia A+ Certification

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