Server Administrator Server Administrator Saint Joseph, MO I am a local A+ Certified technician whose career spans 6 years in the IT industry providing desktop and phone support for desktops and servers in a Windows environment. Proficient in identifying, troubleshooting, and resolving users' issues performing Tier 1 and Tier 2 functions. Excellent customer service skills and stable work history.   Technical Experience Work Experience Server Administrator Summit Computers Solutions September 2015 to Present   Initiative of team process improvement and services improvement   Ensure to follow Technical Change Management Procedure when there is any change requests   Managing & Maintaining Trend Micro Antivirus and ensure all workstations are always running with latest updates   Develop in-depth Product Knowledge in order to resolve customer questions and issues   Assume ownership and provide consistent follow-through to assure problems are resolved and respond to last minute requests   Providing advanced technical troubleshooting of hardware and software issues including root-cause analysis   Servicing monitoring and maintaining I.T operations for close to 100 Kansas City area small to midsize businesses Network Engineer Beauty Brands Inc - Kansas City, MO July 2012 to September 2015 In charge of supporting and maintaining I.T. operations for 54 retail locations.   I am the only line of defense for any issues the managers of the stores run into.   Responsible for creating and implementing any software patches.   Responsible for everything from joining new employee's to the domain, to trouble shooting servers   Shopped for and implemented the current AV software for the entire network both local and extended.   Responsible for making sure each location has performed their closing activities correctly so our home office servers can collect information from daily transactions.   In charge of configuring and maintaining Cisco routers for each of the 54 locations. Network Engineer Advanced Network Solutions - Overland Park, KS June 2008 to July 2012 Identify, troubleshoot, and resolve hardware, software and network-related problems encountered by end-users. ? Support 70 firms with 3 to 50 users at each client site. ? Provided 75% phone support, remoting into users desktops. ? Responsible for everything from joining new employee's to their domain's, to trouble shooting servers ? Work with clients to resolve hardware, software and operating system issues. ? Resolved software and hardware related issues in an

environment consisting of 70% Windows 7 and 30% Windows XP. ? Created, documented trouble tickets using Connectwise IT Management software. ? Research and test possible solutions and implement solutions. ? Trains end-users on the use and features of the various operating systems and applications on the various platforms. ? Worked with Outlook on a daily basis configuring and troubleshooting with it. ? Utilize Active Directory daily to reset passwords, adjusting permissions for end-users and adding and deleting new and former employees. ? Set up on the domain, and configured Blackberrys. ? Setup Backup software, maintain and initiate a complete backup for each client. ? Determine customer requirements and expectations in order to recommend specific products and solutions. Education Bachelor of Science in Finance Missouri Western State University - Saint Joseph, MO 1998 to 2003 New Horizon Computer Learning center Overland Park Skills Cisco (3 years), firewalls (Less than 1 year), Linux (Less than 1 year), Ms sql server (Less than 1 year), Networking (Less than 1 year), Sql (Less than 1 year), Sql server (Less than 1 year), Tcp (Less than 1 year), Tcp/ip (Less than 1 year), Windows 7 (4 years), Vmware, System Administrator, Powershell

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