

Systems Administrator Systems Administrator Systems Administrator - Electric Ai Flushing, NY
Authorized to work in the US for any employer Work Experience Systems Administrator Electric Ai -
New York, NY August 2018 to Present ? Responsible for the administering of multiple SSO
Platforms and managing 50+ SaaS Applications for over 250 companies in varying industries. ?
Maintain proper rapport/language with customers over chat based ticketing system ranging from
interns to C-Level executives. ? Resolve basic level 1 and some level 2 issues in Mac OS and
Windows environments along with some Network Administration within Jamf Pro, Azure and Active
Directory. ? Coordinate and/or perform remote fixes at the desktop level, including installing and
upgrading software/applications, implementing file backups and determining other necessary
repairs. ? Troubleshoot hardware issues that include PCs, Laptops, Telephony/VOIP Systems,
Printers and cellular devices. ? Provide "White Glove" service to high-risk/preferred clients. ?
Perform post-resolution follow-ups to help requests. ? Research issues and resolves technical
problems while adhering to internal SLA requirements. ? Implement and maintain operational
documentation and procedures (this includes Client onboarding/termination data, asset
management). ? Complete/coordinate technical and special projects as assigned. I.T Coordinator
Pearlfisher Creative Brand & Design Agency - New York, NY November 2016 to July 2018 Provided
technology support to all studios including San Francisco, London and Copenhagen. ? Responsible
for technology procurement. ? Supervised user authentication, network enrollment, permission roles
and distribution lists using Active Directory. ? Managed software deployment and developments
using Casper Suite. ? Maintained Apple inventory, naming rights and user device assignments
using Jamf Pro. ? Offered proactive and on-call Network service as well wi-fi points, traffic shaping,
VOIP, switch ports and other user appliances using Cisco Meraki Dashboard. ? Successfully set up
off-site working space for largest client project on company record. ? Developed onboarding plan
and training materials for freelancers/full-time employees. ? Set-up of AV/IT equipment for client
in-house meetings, press events and international web-conferences. Facilities/Office Associate
Investment Technology Group, LLC - New York, NY August 2013 to November 2016 Supervised
office maintenance operations including electrical, construction and ventilation work. ? Created

purchase orders and requisitions, receive technology equipment and assist generally in the procurement/asset management process. ? Liaised between property management and vendors for office operations including certificate of insurance submissions. ? Maintained office productivity by planning, coordinating, and directing all facilities operations in conjunction with relevant departments (Security, IT, Marketing, and Human Resources). ? Managed and ensure adequate supply of inventory/supplies with allotted budget. ? Responsible for same day service of incoming/outgoing shipment of office materials. ? Maintained working relations with Property management to correctly support building infrastructure and operations. ? Provided 24/7 on call support for emergencies and after hour issues. Education Bachelor of Arts in Mass Communications in Mass Communications Iona College - New Rochelle, NY August 2005 to May 2009 Skills Active Directory, System Administrator, Information Technology, Desktop Support, SAAS, System Admin

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