

System Administrator System Administrator System Administrator Springfield, MO IT professional with 4 years of working experience Work Experience System Administrator SumnerOne - Springfield, MO October 2017 to June 2019 Provided end user support from a large-scale Managed Service Provider perspective Worked with several common software suites including Microsoft Office, O365 tenant administration, QuickBooks, Sage, TimeClock Plus and many more Worked with several operating systems including Windows XP, 7, 8, and 10 as well as macOS and Linux varieties Windows Server 2008, 2012, and 2016 installation and administration Troubleshooting iOS and Android phones and tablets Network troubleshooting with various network equipment- mainly Ubiquiti, SonicWall, and Cisco devices Deploying management software and monitoring alerts to provide proactive support Setting up backups, both onsite and cloud-based as well as providing restorations Hardware troubleshooting, cloning HDDs to SSDs, and data recovery from hard drives with failing sectors Help Desk Support Specialist Mid-Missouri Bank - Springfield, MO July 2016 to October 2017 Provided IT support to end users both remotely and on-site Imaged and deployed Windows 7/10 workstations Active Directory management Network Administrator Assistant NetCloudIT - Springfield, MO January 2016 to July 2016 Windows and Microsoft Office installations and administration Ran network cable to set up new networks Education Bachelor of Science in Information Technology Service Management Missouri State University (MSU) April 2017 Skills Active Directory, System Administrator, System Admin Certifications/Licenses CompTIA A+ April 2017 to April 2020

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