

Systems Administrator Systems Administrator Decatur, TN Work Experience Systems Administrator
July 2018 to Present Implemented a clustered hosting virtual machine environment with Windows
Server 2016 and Hyper-V. Virtual machines are backed up using Microsoft Data Protection
Manager. Migrated domain controllers, DHCP, and DNS to virtual environment. Assistance in
troubleshooting manufacturing machines on and off network Day to day user assistance tickets
Storm Power Components - Decatur, TN October 2010 to Present ERP Administrator February
2017 to June 2018 Focus on administering ERP system. Syspro. Successfully implemented
security roles in Syspro. These roles limit access down to individual programmatic levels in the
system. Extensive data cleanup. Years' worth of old and bad data cleaned up and/or purged.
Information Technology Manager October 2015 to February 2017 Expanded leadership role to
maintaining key business applications, budgets, and systems. Partner with senior leadership to
guide short- and long-range technology planning. Serve as vital resource for Help Desk staff and
development staff, overseeing daily support operations and providing assistance on complex
trouble tickets. Cultivate and maintain relationships with IT vendors. Oversaw major upgrade to
our core systems including ERP and supporting third party applications as well as extensive
database conversions. Managed both systems and development staff to implement several
development projects ranging from disturbance to flow reporting on manufacturing floor to extensive
reporting and scheduling applications. Successfully completed two Microsoft SAM audits and one
BSA audit with no negative outcomes. Information Technology Help Desk Manager February 2013
to February 2015 Maintained record low-level of support tickets allowing Desk Support to focus on
proactive support solutions rather than having to be reactive. Providing this environment allowed
one of my team to migrate from help desk to a development position. Spearheaded new Help
Desk documentation procedures, developing a comprehensive knowledge base of common issues
and solutions to improve Help Desk efficiency. Completed several project management curricula
for certification. Information Technology Help Desk Technician August 2011 to February 2013
Worked tier 1 helpdesk issues. Specified and implemented the SharePoint ticketing system with a
developer. Denso Manufacturing - Athens, TN March 2007 to August 2010 Performed

troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony. Analyzed system requirements to efficiently isolate and resolve a wide array of technical issues. Participated in large-scale upgrades and installations. Extensive training in Kaizen and Safety. Considerable knowledge of manufacturing workflow processes. Education certificate TN College of Applied Technology Networking Specialist Skills ERP, ACTIVE DIRECTORY, SYSTEM ADMINISTRATION, DATA PROTECTION, HYPER-V, SHAREPOINT, EXCHANGE, DATA BACKUP, SQL, STRATEGIC PLANNING, EXCEL, MICROSOFT OFFICE, OUTLOOK, POWERPOINT, WORD, WINDOWS XP

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