Systems Administrator Systems Administrator Network/Computer Repair Technician - Self Employed Minnetonka, MN Work Experience Systems Administrator PDS Inc - Waconia, MN July 2018 to Present   Develop and maintain documentation for applications   Setup, communicate and deploy windows 7 machines across the clinics   Clinic construction migrations including pharmacy and lab moves   Regulate and maintain IDF and MDF closets at all clinics   Test, document and prepare applications for windows 10   Work on refining windows 10 1803 image for rollout   Build batch files and scripts for automating settings and/or installs Network/Computer Repair Technician Self Employed January 2010 to Present   Network support and consulting for small businesses   Laptop and desktop repair for home and office   Maintain comprehensive knowledge of hardware, software, trends and new releases   Phone, email, and remote desktop technical support 24/7   CCTV and security system installs including monitoring and support and smart houses   Contract jobs for POS system installs and updates Dispatch Coordinator July 2016 to December 2017 Techgen Managed Services Provider   Delegate and manage ticket flow for helpdesk for helpdesk and server admins   Answer overflow calls and escalated calls as necessary   Monitor voicemails and server alerts with response times within 15 minutes   Manage technicians work and communicate with clients efficiently on timing and escalations   Coordinate with project manager to ensure projects are completed on time   Monitor technician habits and make recommendations for improvement   Meet with management to set goals and expectations for reviews and success   Assist technicians and train as necessary on malware cleanup, AD/Exchange, Azure and 0365   Improve workflow by creating batch files for RMM and supporting those as necessary Computer Technician Chipheads Computer Repair September 2015 to April 2016   Accept customer desktop and laptop systems in-store for repairs   Request information about software and hardware issues and document thoroughly   Breakdown systems, removed malfunctioning hardware and install new parts   Maintaining old hardware that other shops won't touch with proprietary software needs   Data recovery for various types of storage devices   Diagnosed software issues, installed updates or new software, and removed malicious programs   Rootkit fixes via shadow volume replacement and future rootkit prevention 3D Printer Technician Afinia May 2014 to January 2015   Phone

Technical Support for all products provided for the past 8 years via call center   Ticketing system within File Maker Pro for repair invoices and warranty repairs   Quality control for all devices before being prepared for shipment   Diagnosis and repair of 3D printers, DVD label printers and DVD tower duplicators   Environmental support via remote Team Viewer sessions   Work with sales team to help customers with complicated printers or complex printer issues   Prepare and maintain all of sales teams gear for trade shows Network Administrator / Assistant Manager GCM March 2008 to January 2010   Replaced all network hardware from the ground up, providing a stable 10-person QuickBooks environment on a windows server 2013   Repaired laptops and desktop computers in bulk from P3's to i7's   Made restore CDs via Norton Ghost and batch files to run installs hands free   Provide software/ hardware training for staff and interns   Load firmware, operating systems, and software on a variety of models of computing and communication devices   Troubleshoot and repair any defects in systems or components   Complete all order fulfillment and quality control documents and checklists Vending & Amusement Route Operator Northland Games June 2002 to December 2008   Maintained, serviced and operated vending and arcade machines   Responsible for purchasing of inventory, money collection, and E-bay sales/purchases   Built, replaced, and updated arcade machines to be placed into service   Focus on purchasing of new machines and selling of the old machines to continue keeping quality stock and making sure each machine reaches its potential income   Disassemble and maintain CD Juke boxes for resale or use   Monitor and regulate Touch Tunes administrator account Education A.A. in Computer Science Brown College 2010 Skills SECURITY (6 years), QUICKBOOKS (8 years), MALWARE (10+ years), DATA RECOVERY (4 years), DISASTER RECOVERY (4 years) Additional Information Technical Skills: Maintain and support various makes and models from Windows 95-10   Fluent in repairing and/or managing Microsoft Office (O365), QuickBooks, Windows Server 2003/2008, Labtech, Connectwise, Kaseya, Adobe and many others   Comfortable supporting unknown software/hardware   Network security; virus protection/troubleshooting/malware removal   Proficiently diagnose and replace defective hardware on laptops, desktops and servers   Data recovery and disaster recovery plan experience

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