

FIELD TECHNICIAN/ NETWORK ADMINISTRATOR FIELD TECHNICIAN/NETWORK ADMINISTRATOR FIELD TECHNICIAN/ NETWORK ADMINISTRATOR - WEBIT SERVICES Naperville, IL To engage, challenge, and further enhance my knowledge within the technology field by seeking a career opportunity that is willing and open to new ideas and changes, as well as allow and encourage growth and improvement for the employee. Work Experience FIELD TECHNICIAN/ NETWORK ADMINISTRATOR WEBIT SERVICES February 2018 to Present Fully supporting, configuring, maintaining, and upgrading physical and virtual systems and applications within corporate and small business environments Advanced level onsite and remote troubleshooting of systems, networks, backups, and applications Creating and updating documentation, configurations, and expiration dates for all processes, systems, and applications within our central data storage manager Configuration and maintaining Firewalls for client locations Configuring and maintaining the management portal Keeping systems licensed and up to date Configuration of Site to Site VPN tunnels Escalations to vendors for advanced troubleshooting of unsupported systems or software IT TASKFORCE LEAD VALLEY VIEW SCHOOL DISTRICT May 2016 to February 2018 Leading teams of up to 10 people to complete various projects within the district Assisted with the deployment and maintenance of thousands of laptops, desktops, and Chromebooks to students and staff Basic troubleshooting of district owned devices (Tablets, desktops, phones, etc.) CREW TRAINER MCDONALDS October 2016 to April 2017 Training up to 5 new staff members at a time Ensuring all customer's needs are met in a timely manner Enforcing and educating staff of current policies and procedures LIFEGUARD BOLINGBROOK RECREATION AND AQUATIC CENTER September 2011 to February 2015 Providing basic first aid and assistance to hundreds of patrons who enter the facility Maintaining a calm and professional environment in times of distress Education CCNA COLLEGE OF DUPAGE August 2017 to Present Mechanical / Computer Engineering IOWA STATE UNIVERSITY August 2015 to May 2017 Skills DEPLOYMENT, IMAGING, Windows, Technical Support, Networking, Active Directory, VMware

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