

Systems Administrator Systems Administrator Systems Administrator Woodstock, GA Authorized to work in the US for any employer Work Experience Systems Administrator TigerTech / Pinnacle Orthopaedics - Marietta, GA July 2018 to Present Provides end user support on a daily basis Develop and deploy system images Support multi-server environment with enterprise level storage Responsible for all hardware and software issues within the company Work with vendors to quote and purchase new hardware as needed Create and modify user accounts, systems access, and Office365 Field Service Technician SERVICE EXPRESS, INC - Norcross, GA May 2013 to Present Service Data Center hardware, including x86 servers and IBM Midrange Systems Expert level support of storage, including: EMC, XIV, Dell, HP and NetApp SAN/NAS devices, as well as entry level to enterprise tape systems Work with backline support team to provide assistance to other Field Service Engineers on complicated issues Part of a team that consistently led the company in profitability Mentor and train new team members in Birmingham, Chattanooga, and Atlanta Traveled up to 100 miles to meet customers on location to handle hardware and software issues Ensured network, system and data availability and integrity through preventative maintenance and upgrades Provided exemplary customer service on each field visit according to SEI guidelines Field Service Technician COBB COUNTY SCHOOL DISTRICT - Marietta, GA July 2004 to May 2013 Provide end-user support on a daily basis to over 1500 users in the district Responsible for all on campus technology, including system imaging, system deployment, and peripheral support Basic system administration of Windows and Novell environments Implemented new policies, trained peers on new platforms, and lead teams on multiple projects Demonstrated to customers the proper methods for operating the equipment after it had been installed Computer Support Specialist DALTON UTILITIES - Dalton, GA July 2003 to July 2004 Monitor critical systems infrastructure to ensure uptime and monitor degraded performance Institute call tracking measures, new customer acquisition, and remote support Continually improved methods and procedures for processes, measurement, documenting and workflow techniques Trained both internal and off-site users in repairing and resolving recurring issues Computer Support Specialist EXPERIAN - Atlanta, GA January 2001 to July 2003 Oversee the

daily performance of computer systems Implement of applications Identify and correct performance issues Ensure proper installation of cables, operating systems, and software

Maintain records of daily data communication transactions, problems, and remedial actions taken

Refer major hardware and software problems to vendors or technicians for service Train users in the proper use of hardware or software Follow internal procedures for change management, incident management, and escalation Evaluate and conduct technical and functional research and analysis

Education Computer Science FLOYD COLLEGE - Rome, GA Skills CUSTOMER SERVICE (4 years), RECEPTIONIST (4 years), RETAIL SALES (4 years), CUSTOMER SERVICE ORIENTED (Less than 1 year), MECHANICAL APTITUDE (Less than 1 year), System Administrator, Active Directory, System Admin Additional Information Installation and repair specialist Mechanical aptitude Troubleshooting Diagnostic Skills Customer service oriented Strong communication skills Project Management

QUALIFICATIONS SUMMARY Field Service Engineer Dedicated Service Engineer who enjoys cultivating long term partnerships with vendors and clients. Expertise in installing, maintaining and upgrading complex systems and storage. Offering a successful career history with multiple awards comprising over 20 years.

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