Systems Administrator Systems Administrator IT Support Technician Hubbard, OH Work Experience

Systems Administrator IT Connect - Canfield, OH January 2019 to March 2019   Supported all IT and network operations for external clients across various types of business   Imaged, configured, and troubleshot Windows 10 and 7 PCs, laptops, and tablets   Administered Windows 2012 and 2016 Server systems, including AD, GPOs, and DHCP services IT Support Technician Steward Healthcare - Youngstown, OH December 2017 to May 2018 * Imaged, deployed, installed and troubleshot computer and printer hardware and software for new hospital ownership * Resolved upper-tier tickets for end-user IT support services on Windows PCs and laptops, printers, scanners, wi-fi, and mobile devices * Tracked and upgraded network cable runs, switch stacks, drop panels, and patch panels NOC Operations Specialist, Data Center Iron Mountain - Boyers, PA September 2006 to March 2016   Supported computer hardware and software operations in a large NOC/Data Center environment   Monitored server operations using HP OpenView and resolved or escalated issues accordingly   Maintained, upgraded, and troubleshot server hardware and network cabling   Monitored, triggered, and suspended workflow applications using ESP Cybermation and Espresso Network Administrator Iron Mountain - Boyers, PA September 2009 to March 2011 * Administered and supported LAN/WAN operations in a large data center environment and hundreds of remote sites * Configured and deployed Cisco switches and routers in production network environments * Assigned IP addresses, DNS entries, and DCHP scopes for network hardware and site subnets * Troubleshot and resolved network connectivity and responsiveness issues at remote sites Help Desk Associate I & II Key Bank - Cleveland, OH March 2001 to August 2004 * Diagnosed and resolved first and second level IT Help Desk phone calls and emails * Supported a variety of Windows operating systems and applications such as Lotus Notes and MS Office * Diagnosed and resolved WAN/LAN and remote access/VPN end-user connectivity issues Education Associate of Science in Information Sciences and Technology Pennsylvania State University August 2013 to May 2015 Certificate Cisco Networking Academy - Youngstown, OH June 2006 to December 2006 Skills Desktop Support, Active Directory, System Administrator, Linux Certifications/Licenses CCENT October 2017 to October 2020 Cisco Certified Entry Network Technician Network+ April 2017 to

April 2020 A+ Certified November 2015 to April 2020 ITIL v3 Foundations July 2009 Assessments

Technical Support   Expert June 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/6sez1-cnavcnsj5k   Problem Solving Highly Proficient July 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/cyvstryhzsfrl9mx Basic Computer Skills: PC   Highly Proficient June 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/f3zzjoyj-zkli5ps   Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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