

Systems Administrator Systems Administrator Systems Administrator / VoIP Engineer Fayetteville, AR A highly skilled, motivated, and creative technical and administrative expert with focuses in the VoIP engineering and telecom project managements fields Work Experience Systems Administrator BNSF Logistics, LLC - Springdale, AR October 2017 to July 2019 - Sole VoIP administrator for Avaya Aura Communication Manager 7.1 and associated products - Managed 30+ virtualized servers and physical infrastructure including Avaya G430 and G450 Media Gateways across two data centers and eight remote offices - Managed 1000+ VoIP endpoints across 30+ locations in North America - Managed corporate mobile plans for 250+ users - Responsible for design, implementation and management of call handling strategies across multiple business units - Successfully completed telecom infrastructure upgrade from Avaya Aura 6.0 to Avaya Aura 7.1 - Successfully completed telecom provider migration project across 30+ remote sites Helpdesk Supervisor BNSF Logistics, LLC - Springdale, AR September 2016 to October 2017 - Managed four direct reports of Tier I techs supporting over 600 users across the US, Canada and Mexico - Acquired, built and imaged all new HP and Lenovo laptops and desktops - Responsible for all Tier II and limited Tier III hardware, software and networking support/troubleshooting - Configured and implemented enterprise password management solution - Responsible for administration of Office 365 - Managed onboarding and separation processes for new and terminated employees across organization - Managed WSUS maintenance and support for over 600 machines across organization - Provided IT training for all new employees across entire organization Information Support Specialist I BNSF Logistics, LLC - Springdale, AR January 2015 to September 2016 - Provided Tier I software, hardware and networking support for a mix of over 600 on-site and remote users across the US, Canada and Mexico - Provided software installation and troubleshooting for MS Office Suite, Office 365 and various other proprietary applications - Responsible for daily support including employee account setups, terminations, password resets, etc. - Configured and implemented new helpdesk ticketing system - Installed and configured Ricoh network printers - Worked and closed an average of 120 tickets per week; handled an average of 15+ calls per day Agent Operations Coordinator BNSF Logistics, LLC - Springdale, AR December 2013 to December

2014 - Responsible for the on-boarding, training and implementation of new agents as well as Tier I technical support to agent network - Performed various administrative functions including pre-employment background check screening, initial system credentials setups, agent termination processing, CRM application maintenance within the agent network, and management of agent-specific transportation management system configurations

Operations Support Coordinator
BNSF Logistics, LLC - Springdale, AR July 2012 to December 2013 Direct report to the vice president of the organization's largest business segment, responsible for providing flexible support to the organization as a whole through a variety of channels including creation, maintenance, distribution and analysis of various business reports, business software training/support/administration, IT liaison and communication of technical issues to appropriate parties, general operational/administrative/technical support to entire organization

Skills Active Directory (6 years), System Administrator (3 years), Linux (2 years), Vmware (1 year), Microsoft Office Suite (10+ years), Avaya Aura Suite (2 years), Agile Project Management (2 years), Office 365 (6 years), Corporate Communications (10+ years), VOIP (2 years), Management (3 years), Reporting (10+ years), Avaya (2 years), Desktop Support (6 years)

Awards BNSF Logistics, LLC President s Club Award 2019-01 An award to recognize who consistently go above and beyond and make significant, meaningful contributions to the organization through their efforts

Assessments Basic Computer Skills: PC Expert July 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/7e8jcuq6ox52bvjc

Supervisory Skills: Directing Others Expert July 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/fdaqyukijs-s6xhv

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups International Avaya Users Group January 2019 to Present

Publications How BNSF Logistics Achieved Quick Wins with their Call Reporting Solution <https://www.calero.com/knowledge-center/document/bnsf-logistics-quick-wins-call-reporting/>

2019-01

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