

Systems Administrator | Systems Administrator | Information Technology Professional Auburn, WA

I'm a hard working, dependable IT professional with over 10 years of experience. I enjoy learning new technology and working with others. I strive to provide the best support possible while keeping a positive attitude when working under pressure. Authorized to work in the US for any employer

Work Experience

Systems Administrator | Glazers LLC - Kent, WA July 2015 to Present Duties include but are not limited to working with cloud services, server management both local and remote, phone system management (Avaya/Mitel/Cloud VOIP). Backup systems on premise and to the cloud (BackupExec). Hyper-V and storage management. Powershell scripting experience and tooling. Managed other employee's time, and tasks, and assuring IT projects were accomplished on time. Managed migration to Azure and Office 365. Network Monitor, configuration, and support (VPN, PRTG, and Switches). Managed expenses for the department.

IT Support Specialist Glazers LLC - Mercer Island, WA January 2011 to July 2015 Moved into Macintosh support, and was the main employee supporting them. I built scripts for the Mac and handed updates and deployment throughout our many businesses. Managed AD, DNS, SMTP, DHCP, DFS, and GPO's. Migrated to and managed Office 365, did monthly audits of both AD and Office 365. Introduced new asset management system to our companies (LanSweeper). Setup MDM for smart phones, Intermec devices. Introduced Barracuda appliances to proxy and filter web traffic. Did limited web design and built web pages for our companies (HTML, CSS, and WordPress). Troubleshoot and setup POS systems.

IT Assistant Glazers LLC - Mercer Island, WA April 2008 to January 2011 Built and deployed Images with WDS and Macrium Reflect. Adds, moves and changes of employees. Local and remote support of computers and smart phones. Fixed printers and kept asset management solution updated (Windows Help Desk). tore down and repaired laptop and desktops.

Technical Support Micro Computer Systems February 2008 to April 2008 I repaired laptops including (Dells, IBM, Toshiba's, HP's, and Mac's). I also worked on printers and Epson projectors.

Education AAS in Computer Security Network Technician Lake Washington Tech - Kirkland, WA July 2005 to December 2007

Skills CSS (4 years), HTML (4 years), MAC (5 years), AVAYA (4 years), MITEL (3 years), QuickBooks Enterprise (7 years), Windows server 2003/2008/2012/2016 (4 years), Mobile

Device Support (iOS, Android, BlackBerry, Intermec) (7 years), Printer Support (HP, Canon) (7 years), Powershell (4 years), Project Management (3 years), Cloud VOIP (2 years), O365 Setup and Support (7 years), Cabling (8 years), LanSweeper (2 years), Web Help Desk (3 years), Imaging computers (5 years), Berracuda Proxy (4 years), Active Directory (4 years), System Admin (3 years), DHCP (4 years), DNS (4 years), VLANS (2 years), Layer 2 Switches (2 years), SMTP (4 years), WSUS (6 years), TrendMicro (3 years), DFS (4 years), GPO (5 years), Windows XP/Vista/Windows 8/Windows 10 (10+ years), System Administrator Certifications/Licenses CompTIA A+ March 2017 to March 2020 MCP May 2015 to Present MCSE August 2016 to August 2019 CompTIA Network+ October 2016 to October 2020 CompTIA Project+ April 2017 to Present CompTIA Security+ August 2017 to August 2020 CCENT July 2018 to July 2021 A valid IT Specialist certification

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