

Job Seeker Dallas, TX I am a committed IT professional with over 6 years of solid technical troubleshooting skills and an outstanding track record of positive customer service experience within Fortune 500 companies. Polished and confident communication skills, well- rounded written skills and a huge appetite to grasp and master new technology. Work Experience INT Technologies - Fort Worth, TX April 2018 to June 2019 IT Administrator INT Technologies April 2018 to June 2019 Trusted by company-wide senior engineers to handle onsite server support in Data-Center. Collaborated with senior Sys-Admin on rack cable management. Generated backup's from custom database application using Windows 10/ Server 2012 & delivered to multiple clients nationwide using FedEx Ship Manager. Attached Databases and executed task in queries using SQL Server 2014. Consulted daily by company employees & clients on policy and workflow guidance via Skype &, Outlook Contributed in improving automation steps on daily workflow for future employees by testing PowerShell scripts. IBM - Dallas, TX August 2016 to February 2018 Jr. Security Integration Consultant August 2016 to February 2018 Incident investigation, research, resolution in ITIL platform, Service-Now. Restarted services, deployment applications and provide post implementation validation with problem identification in custom java web applications and RedHat Linux servers. Conducted nightly application deployments and clean-up remotely on Linux servers. Undertook log clean ups on RedHat Linux Servers, DR testing with senior team members, Data Center migration support with application teams and 24\*7 on-call support monthly. Contacted daily by employees worldwide for policy questions via Cisco Jabber. Remote Administrator Desktop - Level 2 August 2015 to September 2016 Remote support for escalated internal application issues in Windows 7/8 & MacOS Modifying accounts in Active Directory. Microsoft Office Suite & O365 troubleshooting. Operated broken drivers as well as configuring the Bios in Windows environment.

LAN, Wireless and VPN troubleshooting Central Help Desk Analyst December 2014 to August 2016 Remote support and troubleshooting of internal software-based issues. Resolved tickets out of a centralized priority-based ticketing queue, Remedy. TLM Back-up recovery troubleshooting. Awarded by management for multiple positive and exceeding expectation surveys. Texas Instruments Incorporated - Dallas, TX October 2013 to August 2016 Desktop

Support Specialist (Special Project) June 2015 to August 2015 Ghost damaged hard-drives using Symantec Ghost Solutions to recover critical data. Replaced damage internal parts such as motherboards, touchpads, RAM, & laptop screens. Upkeep of conference room equipment including; projectors & Cisco IP phones, weekly. Added and removed computer systems and user from domain using Active Directory. Deployment Coordinator July 2014 to December 2014 Assigning all deployment tickets to deployment team members ensuring coverage for nine locations averaging around 10,000 users. Asset management using SharePoint. Deployment Field Technician October 2013 to June 2014 Traveled between multiple location to train employees on their new Windows 7 & 8 systems. Deployed Windows 7 & 8, software updates, migrated personal data and installed applications. Education Associates Degree in Science in Computer Science Eastfield Community College - Mesquite, TX 2010 Certifications/Licenses Cloud Computing

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