Systems Administrator Systems Administrator Systems Administrator - Wayne State University

Canton, MI Authorized to work in the US for any employer Work Experience Systems Administrator

Wayne State University - Detroit, MI June 1996 to Present Project Management Liaison between

C&IT and Science Hall for Network upgrade Interfaced with customers to determine needs Planned

data jack locations for maximum usability for customers Ensured building access and planned

upgrade sequence Ensured minimal impact to customers while staying on schedule   Leadership

Planned and assigned roles for a new student computer lab Assigned trouble tickets and balanced

workloads for 4 team members Coordinated with users and support staff for network refresh

Desktop Support (Hardware & Software)   Primary Desktop Support for Department   Desktop

Software/Hardware Installation   Desktop Software Configuration, e-mail filters for web-based,

Eudora, and Outlook clients, etc. Diagnostic support for Desktop problems, virus removal, software

and hardware contention, driver updates, etc. Distribution of patches and anti-virus definitions

Diagnose and repair hardware failures in desktops, laptops and servers   Server Administration

Maintaining Symantec Endpoint Protection Management Server Implementing and Maintaining

Windows NT and 2003 Domain Server Maintaining Image Server used with Norton Ghost

Departmental contact to main Computer Network Operations Center Resolve password issues

Maintain compliance with standard configurations Maintain service level agreements with users

Communicate system issues with Computer Network Operations Center   User Software

Intervention Training Use of University administration systems (Banner/Bar) Use of legacy and

emerging email clients Conversion to Windows 7 OS Use of network equipment in a scientific lab

environment Configuration and use of network printers Basic information collection for use in

troubleshooting of major issues   Network Configuration and Engineering Rewired departments in

Old Main and Science Hall Updated legacy networks with new equipment Configured Wireless

Access Points, routers and switches Coordinated Science Hall network upgrade with key contacts

from C&IT and vendor support Ran individual network drops for scientific labs and various

administrative offices Configured student lab networks Avionics Sensor Maintenance / Senior

Airmen U.S. Air Force - Pope AFB, NC March 1991 to June 1996 Team leader for avionics shop

Assisted non-commissioned officers with daily tasks required to manage a 5 person shift Advised staff with daily tasks, as needed   Maintained and repaired avionic sensors, Infrared, terrain following radar, camera systems, and laser guided munitions for C130, F16, A10, and F15 Interfaced with pilots to report issues and concerns regarding functionality of their systems. Advised of potential life threatening malfunctions Provided estimates on repair time Advised about root cause of errors and malfunctions   Received Air Force Commendation Metal for going above and beyond the call duty for ensuring 100% resolution of problems and bringing all systems to Fully Missions Capable status   Created debriefing documentation and daily status reports Detailed daily operations Ensured appropriate sign off was obtained Education Associate of Applied Science in Network Technology Davenport University Skills It Specialist, Desktop Support, Help Desk, Information Technology Military Service Branch: USAF Service Country: United States Rank: E4 March 1991 to June 1996 Title : Avionics Sensors Maintenance, AFSC 2A1X1 Commendations: USAF Commendation Medal 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/hnizq0yei1-gjgwu Basic Computer Skills: PC   Expert 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/xkwuwas-jlt6jb7g   Written Communication   Proficient June 2019 Measures a candidate's ability to convey written information using   proper   grammar   rules.   Full   results: https://share.indeedassessments.com/share_assignment/bxbdvxh8zsteetnk Customer Focus & Orientation   Expert August 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/rkmdj3nqkxierzs0   Proficiency   with Microsoft Office: Mail & Calendar (PC)   Highly Proficient August 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/tggwx3c-qjrq6y3n Verbal Communication Expert   August   2019   Speaking   clearly,   correctly,   and   concisely.   Full   results:

https://share.indeedassessments.com/share_assignment/sttygu1feuw1t4lc   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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