

Sr IT Specialist/Desktop Support Sr IT Specialist/Desktop Support Network Administrator/Desktop Support Homestead, FL Skilled professional looking for the position in IT field that will afford me an opportunity to apply my experience gained through years of successful employment. Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Authorized to work in the US for any employer Work Experience Sr IT Specialist/Desktop Support Epic Hotel and Spa - Miami, FL September 2017 to Present Provides remote or onsite technical support to customers in maintenance and support of electronic technologies Troubleshooting problems and providing advice on the appropriate action Installing, supporting and providing routine maintenance to hardware and software Analyzing and resolving faults ranging from a major system crash to a forgotten password Ensure the documentation and job notes are kept up-to date and accurate Responsible for timely process including problem recognition, research, isolation, resolution and follow up steps Manage effectively the resolution of support issues that are reported to the team Keep customers informed in a professional manner ensuring accuracy of detail Provides guidance to less experienced coworkers. Other duties as and when required by management Network Administrator South Beach Group Hotel - Miami, FL February 2016 to October 2017 Install and support LANs, WANs, network segments, Internet, and intranet systems. Install and maintain network hardware and software. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Evaluate and modify system's performance. Determine network and system requirements. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform Regular data backups to protect the organization information Perform network address assignment. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPN, Gateways, intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital

assistants, smartphones, software deployment, security updates and patches. Fully supporting, configuring, maintaining and upgrading corporate customer's network and in house servers

Keeping an eye out for needed updates Testing and configuring software and maintain and repair hardware and peripheral devices

Network Administrator NOBU Edenroc Hotel Resort - Miami, FL
November 2012 to December 2015

Network Administrator Administration, security, installation, configuration, and troubleshooting of all site hardware and software Support of end user, infrastructure, back office and guest environments Develop and maintaining documentation of all hardware, systems and software licensing Recommendations for improvements and enhancements to existing systems Technical on-site project lead for installations and upgrades of property systems and hardware Management of warranties, replacements and upgrades of all hardware and infrastructure Communicate and enforce adherence to all company IT security standards, practices and requirements Technical project manager partnering with site departments to develop criterion for software system implementation, upgrades and enhancements Provide maintenance and support for desktop and laptop computers and provides end user support for hardware and software problems Performing troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network Installing, maintaining, repairing, administering and troubleshooting equipment and software necessary for operation of the Local Area Network, Phone Systems Monitor and maintain technology to ensure maximum access Maintain log and/or list of required repairs and maintenance. Make recommendations about purchase of technology resources Research current and potential resources and services Provide network access to all staff

Network Administrator Sofitel Hotel - Miami, FL January 2011 to November 2012

Performed data backups and disaster recovery operations Diagnose, troubleshoot, resolve hardware, software, or other network and system problems, replaced defective components when necessary Plan, coordinate, implement network security measures to protect data, software, and hardware Configure, monitor, and maintain email applications or virus protection software Operate master consoles to monitor the performance of computer systems and networks Load computer to install software and printer paper or forms Install, configure, and

support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system

IT Technician Wyndham Orlando Resort - Orlando, FL October 2008 to December 2010

Maintaining, repairing and upgrading network and computer systems

Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems

Performance monitoring, fault tracking and capacity planning

Provide orientation to new users of existing technology

Incident investigation

Policy compliance monitoring

Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability

Education Associate in Networking College of Business and Technology - Miami, FL August 2013 to February 2016

Skills MAINTENANCE (9 years), DEPLOYMENT (3 years), TECHNICAL SUPPORT (10+ years), ACTIVE DIRECTORY (9 years), ANDROID (10+ years), System Administrator, VMware, Networking, Windows, Mac, Microsoft Office, Customer Service, Windows 7, access, Security Certifications/Licenses CompTIA A+ September 2014 to September 2020 MCP November 2016 to Present MCSA June 2017 to Present

Additional Information

Core Skills Strong Technical Support Administering Windows XP, Windows 7, Windows 8 and 10

Knowledge of Network Installation Maintenance and Troubleshooting

Ticketing Systems: Footprints, Spiceworks, Atera, Meraki, ServiceNow, Cherwell Service Management, GoToAssist

Wireless Technology Ruckus, HP Engenius, Cisco, Ubiquiti Network Unifi

RDP, VNC, LogMein, GoToAssist. Citrix XenApp

Hands on experience Fidelio Opera PMS, Micros 9700 and 3700, Hotsos, Mitel Phone system

Excellent organizational skills, energetic and innovative customer services.

Capable of independent work

Analyzing and critical thinking.

Success-oriented and attentive

Microsoft Windows Server 2008 R2

Microsoft Office 2010, 2013, 2016

Android devices, IOS devices

Active Directory

Dynamic Host Configuration Protocol

Hyper-V, VMware

Microsoft Certified Solutions Associate

Windows Server 2012

Windows Server Update Service

Reliable, adaptable team player

Protects organization's value by keeping information confidential

Experience in an enterprise networked computer environment (HP)

Antivirus (Trend micro, Symantec, McAfee, Ivanti)

Wireshark, TCP/IP, DNS servers, mail server

PRTG system, LAVU POS

WatchGuard Firewall, Cisco Firewall

PCI Compliance

(Trustwave software)

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