

Systems Administrator Systems Administrator Systems Administrator / Devops Rochester, NY

Having worked in a diverse set of tech related jobs, I've been exposed to a wide variety of technologies and customers, both internal and external. This has helped to develop a deeper understanding of how to pair both technical skill and the ability to build valuable, lasting relationships with the people who interact with such technologies. Specialties Include: Amazon Web Services, Windows Server Administration, Ubuntu / Linux Distributions, DevOps, Atlassian Confluence/JIRA Server Software, ShoreTel/Mitel VoIP Systems, 8x8 VoIP Systems, Docker, Git, Google Analytics, Slack, SQL Server, Cisco / HP Routers and Switches, Salesforce Authorized to work in the US for any employer Work Experience Systems Administrator Brand Networks - Rochester, NY August 2017 to Present Area IT Systems Analyst II Innovative Solutions - Rochester, NY December 2016 to September 2017 Area ShoreTel 2 years 9 months TAC Engineer II Cisco - Rochester, NY August 2016 to December 2016 New York Area - Network equipment configuration. (Cisco, HP) - Troubleshooting end user connectivity issues. (T1, T3, EoC, routing, LAN etc.) - Troubleshooting voice quality and voice routing issues. - Monitoring performance of network equipment. - Work closely with Support Representatives and TAC Engineers on escalations. - Work with Systems Engineers during server alert monitoring. - Start and analyze packet captures via tcpdump / wireshark. - SQL database troubleshooting / reporting. Technical Support Engineer Rochester, NY April 2014 to August 2016 Area -Technical assistance for hardware, software and business applications -Focus on rapid identification and resolution of customer issues -Answer questions and perform initial triage on problem reports -Document each customer interaction using our Salesforce.com ticket management system -Provide timely and effective resolution to support requests based on internal and external service level agreements (SLA) -Participate in the creation of proactive measures to anticipate and/or remove the need for traditional service and support -Partnering to create and update technical documentation -Meet various SLA requirements based on measurable metrics Broadband Field Engineer Time Warner Cable July 2012 to April 2014 1 year 10 months) -Performed Installation/Repair of Cable/Ethernet lines with the use of various tools - Troubleshooting RF signals and repair - Installation of Phone, TV, and Internet equipment

(Routers, Modems, Cable Boxes, Phone systems to integrate with security) - Customer service and product education - Detailed record keeping on maintenance and work Multi Channel Sales Best Buy - Victor, NY October 2011 to July 2012 -Used all relevant sales tools including online learning to drive profitable growth and exceed department goals. -Helped answer questions and resolve customer issues. -Provided peer feedback and coaching to Sales Transaction Assistants to improve business results and customer experience. -Acted as a peer leader to Sales Consultants. -Perform other duties as assigned. Education Advanced Regents Diploma Canandaigua Academy 2004 to 2008 Computer Science Finger Lakes Community College Computer Science University of Mount Olive Skills Networking, Telecommunications (3 years), System Admin, Linux (2 years), System Administrator (3 years), Active Directory (4 years), Amazon Web Services (2 years) Links https://www.linkedin.com/in/garrett-blondell-82538b92?jobid=1234&lipi=urn%3Ali%3Apage%3Ad_jobs_easyapply_pdfgenre%3B%2BQ25CmoWRvyBxFHyO0w9mg%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_jobs_easyapply_pdfgenre-v02_profile Certifications/Licenses AWS Certified Developer December 2017 to February 2020 Credential ID: 24DY7PXKKM4EQRK3 Credential URL: <https://aw.certmetrics.com/amazon/public/verification.aspx> AWS Certified Solutions Architect - Associate (SAA) February 2019 to February 2022 Credential ID: 6LL6CTYKDFQQQ79R Credential URL: <https://aw.certmetrics.com/amazon/public/verification.aspx>

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