IT Support Specialist IT Support Specialist Senior Information Specialists Brooklyn Center, MN

Authorized to work in the US for any employer Work Experience IT Support Specialist GN ReSound - Bloomington, MN August 2018 to May 2019 Achievements   Perform annual audit on all IT licensing, hardware, and software   Utilize help desk calls as opportunities for continuous improvement   Unified Communications Administrator   Positively engage vendors to establish partnership with managed print service project.   Develop and provide technical training for non-technical individuals   Provide professional executive support   Provide consultation and technical assistance on Unified Communications overhaul project.   Given the opportunity to teach CompTia A+ certificate program to employees after work Network Systems Administrator Robert Half Technology (Contract) - Minneapolis, MN January 2018 to August 2018   Low voltage cable pulling   Configure VLANs on small business Netgear switches for small business suites   Delight clients by providing support on an as-needed basis   Analyze and suggest network designs and layouts for low voltage in new construction\   Ability to adapt to the situation at hand   Configure audio and video equipment   Install motion detection devices   Install and configure a brand new security camera system at Concordia College   Fiber installation with splicing and armored fiber experience Desktop Support Analyst CBIZ - Maple Grove, MN January 2015 to June 2017 CBIZ - Maple Grove, MN January 2015 to June 2017   Diagnose and resolve unique, nonrecurring problems associated with application software and operating systems; determine the source of problems and classify their level, priority, and nature.   Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, mobile devices, phones, and other computer and telecommunications equipment.   Install and support PC, laptop, tablet and mobile hardware and software   Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function.   Participate in hardware and software reviews and recommend purchases.   Maintain inventory of installed software, manage software licensing and create policies and procedures for upgrades.   Work with hardware and software vendors to verify timely product delivery and ensure that new equipment is installed and ready to operate on schedule.   Analyze and make recommendations for hardware and software

standardization.   Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.   Document procedures, standards, best practices configurations, settings, installation sequences, and back-out instructions. Apprentice Network Systems Administrator Interplastic Corporation - Vadnais Heights, MN 2014 to 2016   Serve as a second and third tier escalation point for all hardware software issues   The first point of contact for all executive troubleshooting needs and concerns   Identify user needs   Install, configure and approve email and video conferencing apps on all iOS and Android phones deployed to the field   Install and program all VOIP desk phones (Avaya)   Participate in purchasing decisions for network computer hardware and software   Provide support services for system maintenance   Configure and maintain virtual server environment   In charge of troubleshooting WAN and LAN outage and escalate to the carrier if needed   Evaluate and modify the system's performance   Install and configure network software   Analyze and isolate issues   Monitor networks to ensure security and availability   Support intranet systems Education G.E.D North West Passage High School - Coon Rapids, MN Auto Mechanics I and II Hennepin Technical College - Brooklyn Park, MN Skills Active Directory (10+ years), Desktop Support, SCCM, Service Desk, Help Desk, Comptia, O365 (5 years), It Project Management (2 years), It Service Management (2 years), Lotus Notes (4 years), Autocad (4 years), Networking (5 years), Leadership Development (9 years), Tech Support, Apple, MAC Additional Information Personal skills System Knowledge   Excellent Customer Service Skills Leadership skills   Strong interpersonal skills   Team Player   Troubleshooting and problem solving skills   Strong work ethic   Enthusiastic and confident speaker   Multi-task ability   Positive attitude under pressure   Strong documentation skills   Microsoft applications (Word, Power point, Excel,)   Microsoft Windows 7,8.10   Windows Server 2003, 2008, 2012   Symantec Backup Exec   Metiix Grid Backup   Android   iOS   Windows Desktop support   ERP Software support   Printer support   Avaya IP Office   Sophos Endpoint/Web appliance   Barracuda Spam Filter   Adobe Acrobat IBM Notes Domino Server   TCP/IP knowledge   VMWARE VSPHERE 6.0   Tintri, Equallogic storage arrays   Cisco command line configuration/GUI   Wireless security

Name: Summer Barrett

Email: sandra99@example.org

Phone: 001-440-531-8094x5338