Systems Administrator Systems Administrator Technical Service Engineer - DataSoft Technologies Jacksonville, FL Authorized to work in the US for any employer Work Experience Systems Administrator The HCI Group - Jacksonville, FL May 2019 to Present   Interacting with the Service Delivery Manager, Sales, the customer, and on-site support staff   Must attend regularly scheduled customer meetings to keep the customer informed of activities and progress   Must answer customer inquiries concerning system software versions, product lifecycles, new releases, and relevant third-party applications   Maintain the HPC systems availability to the customer, but also create and document procedures, system diagrams, and other CMDB and technical support documents   Maintain system software and firmware revisions, including patches, updates, and OS upgrades   Assist in solving system hardware, software, and third-party software issues, and provide detailed and thoughtful analysis of problem and solution   Gather data, perform analysis, resolve and escalate problems to third party suppliers, product support groups and executive management when necessary to ensure timely resolution of service or customer issues   Determine solutions and implement repair or workarounds when possible, fully documenting steps taken when required   Create knowledge articles, documenting best practices and sharing troubleshooting procedures to foster both client and organizational knowledge   Manage software issues for both the system and user applications, submitting and tracking bugs as required Technical Service Engineer DataSoft Technologies - Jacksonville, FL November 2018 to Present   Personally-selected to create an Active Directory solution to extract reports for sanitized assets, Move/Disable/Delete the associated Computer Objects, complete with verbose logging.   Identify, develop and document operational processes and procedures for the IT Asset Management Team   Handle installations, upgrades, testing, configuration and/or maintenance for assigned systems and equipment. Provide guidance to customers on function, usage, and operation of IT products and services. Troubleshoot and resolve issues and participate on special projects as assigned.   Accountable for research, design, selection, implementation and deployment of technology products and services to meet business needs.   Handle complex, non-routine and escalated systems administration tickets and tasks.   Monitor systems and perform maintenance and provisioning support for hardware, such

as telecommunication equipment, printers, software and video/audio equipment as assigned. Gather and analyze business requirements to recommend existing design technology solutions that will meet business needs which may include changing or modifying existing systems or researching vendor solutions.   Responsible for implementation and deployment of technology design including troubleshooting/resolving issues and developing procedures and documentation.   Assist other IT areas supporting issues on infrastructure devices.   Troubleshoot and repair hardware and software issues according to documented procedures.   Ensure accurate asset management and tracking. Provide backup helpdesk support as needed.   Lead or participate in projects and initiatives as assigned.   Support and participate in Disaster Recovery initiatives. System Administrator Zeneth Technology Partners - Washington, DC January 2018 to August 2018   Active Directory - Recommend Group Policy Changes; Create/Move Computer Objects   Increase the Patch Team productivity and automated repetitive tasks through PowerShell and Batch scripting.   Define and implement hardware and software configuration management processes and procedures.   Develop hardware and software version control processes, policies and procedures and ensures that they are followed all SCCM projects. Service Desk Technician West-Ward Pharmaceuticals - Columbus, OH March 2016 to July 2017   Active Directory - Unlock Accounts; Disable Accounts; Reset Passwords   Image/Re-Image Windows-Based computers in accordance with outlined procedures and guidelines   Install and troubleshoot network printers (HP, Canon, Ricoh, Zebra, Brother, Dell, Samsung)   Specifically selected to support the local, national, and international upper-echelon executives   Provide level 2/3 support in a (physical/virtual) hybrid environment Desktop Support Specialist Columbus, OH July 2015 to February 2016   Active Directory - Unlock Accounts; Disable Accounts; Reset Passwords   Troubleshoot and resolve a wide range of software, hardware and network issues   Accurately log tickets, and effectively transition and escalate unresolved problems when required Service Desk Technician Enterprise Integration - Jacksonville, FL December 2013 to September 2014   Active Directory - Create Accounts; Unlock Accounts; Disable Accounts; Reset Passwords   Specifically selected to act as the IT Subject Matter Expert for a local client   Provide level 2/3 support in a (physical/virtual) hybrid environment   Provide timely updates to internal teams

as well as business/stakeholder communications on issues reported Desktop Support Specialist Merrill Lynch - Jacksonville, FL April 2007 to May 2008   Provide support for mobile devices including iOS and Android devices.   Provide timely updates to internal teams as well as business/stakeholder communications on issues reported Education Associate Degree in Computer Information Science in Computer Information Science Everest University - Jacksonville, FL June 2007 Skills .net (2 years), Bmc (3 years), C+ (Less than 1 year), scripting. (3 years), Service desk (10+ years), Powershell (3 years), Active Directory (5 years), ITAM (3 years), ITSM (3 years), Microsoft Office (10+ years), SCCM (2 years), Power BI (1 year), Sharepoint (2 years), Windows 7 (10+ years), Windows 10 (3 years), Citrix (5 years), Batch (5 years), Visual Basic (Less than 1 year), Salesforce (1 year), Service Now (1 year), Servers (3 years) Certifications/Licenses ITIL v3 January 2014 to Present Assessments Technical Support   Familiar April 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/jfz850h-uzzb8i3g   Spreadsheets with Microsoft Excel   Proficient April 2019 Measures a candidate s Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results: https://share.indeedassessments.com/share_assignment/72hehd2lnfi7eqxv   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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