

Systems Administrator II Systems Administrator II Indianapolis, IN To advance my career by leveraging existing skills and experiences with a passion for learning new technologies and applying proven problem solving methodologies to new challenges. Work Experience Systems Administrator II Allied Solutions - Indianapolis, IN 2012 to 2019 Network Service and Support Manage incoming workflow of support and deployment tickets Analyze client needs and tailor desktop and laptop computer needs to fit Facilitate client repairs and communication on laptop, desktop, and Virtual Machine/Zero Point clients Maintain Client Data Privacy on company machines used to process user data backup and retrieval Develop and implement new deployment solutions, including more efficient software updating Update security and applications on Master Image bi-weekly Ship and receive desktop and laptop systems to and from remote offices and homes, assist user remotely with system configuration and setup Network Administrator Best Buy Co - Indianapolis, IN 2003 to 2012 Manage daily traffic of new clients and existing clients Analyze daily business metrics including service time, daily budget goals, and labor optimization Facilitate client repairs and communication on PC, Mac, and Tablet devices Maintain Client Data Privacy on company machines used to process user data backup and retrieval Create and modify new and existing services calls to off-site locations Travel to client home and business locations and set up new PC's, networks, and set up data redundancy Train new employees on standard operation procedure, maintain peer accountability and continued training Update Agent software/tool set weekly to ensure up to date repair capabilities Ship and receive client and in house repair items to the proper repair facilities off-site Technical Support/Customer Care Agent Convergys CMG - Lake Mary, FL 2000 to 2001 Wireless account troubleshooting, activation, management, and administration. Telephone technical support for Palm hardware and PalmOS. User registration and bill review. Upgrade and repair of handheld and peripheral hardware and software. Configure connectivity for data sharing. Education High school or equivalent Skills System Administrator, VMware, Active Directory

Name: John Wallace

Email: qwinters@example.net

Phone: 612-280-0181x2604