

Junior Network Administrator Junior Network Administrator Junior Network Administrator - Nice Pak Products, Inc Greenwood, IN Work Experience Junior Network Administrator Nice Pak Products, Inc - Mooresville, IN August 2017 to Present Provide and administer 24/7 technical network support for more than 250 network users on any given shift. Diagnose, address, and document any technical problems that arise with computer networks and systems. Maintain and update actively existing software and hardware used by computer networks and systems. Upgrade computer network and systems software and hardware, and assist with Mitel VoIP system cutover. Oversee servers, desktop computers, printers, routers, switches, firewalls, phones, security updates, and patches.

Systems Administrator Rehab Medical - Indianapolis, IN December 2014 to August 2017 Monitored daily system maintenance; identified software/hardware appropriate for the computer system design.

- ? Controlled servers, computers, printers, routers, switches, firewalls, phones, PDAs, security updates, and patches.
- ? Verified the integrity of all hardware, server resources, systems and key processes, and completion of scheduled jobs.
- ? Evaluated servers, equipment, and processes to ensure that the outputs of these components are of better quality.
- ? Enforced security measures through access controls procedures, providing backups, and use of firewalls.
- ? Set up a new location with internet phone and connection back to the home office; maintained 350+ overall users.

Systems Administrator CSUSA - Indianapolis, IN December 2012 to December 2014 Maintained software such as Cisco Routers/Switches, Lenovo, Apple, Microsoft Suite, and Windows using FOG client.

- ? Collaborated with management and corporate office to maintain IT standards throughout the school's entire system.
- ? Recorded, tracked, and documented the help desk request problem-solving process through to the final resolution.
- ? Installed, configured, and troubleshooted the school's hardware and software to prevent system flow disturbances.
- ? Preserved Active directory and group policy to ensure internet/computer security; trained new system technicians.

Field Technician Unisys - Indianapolis, IN May 2010 to November 2012 Sustained and analyzed the company's computer software and hardware and computer peripherals.

- ? Installed, configured, and modified company hardware and software to ensure optimal performance.
- ? Utilized the company's ticketing system in recording customer-induced damages to the company's products.
- ? Addressed

the queries of customers regarding proper product installation, operation, configuration, and customization. Troubleshoot computer software, hardware, and computer peripherals. Warranty Technician Fox Conn - Plainfield, IN October 2009 to April 2010 Updated the replacement and repair of products returned by customers in the company's database system. ? Inspected and documented all company products detected with internal or external damages. ? Performed quality assurance tests to make sure that the returned products are fixed based on quality standards. ? Delivered follow-up and tracking for process improvement accomplishments to ensure consistent developments. ? Guaranteed timely and accurate payment of all vendors and trade partners for completed warranty work. Student Technician Atterbury Job Corps - Edinburgh, IN September 2006 to May 2008 Assisted the company in programming operating systems for new computer laboratories for over fifty stations. ? Recorded and troubleshoot company hardware and software issues to prevent future major system conflicts. ? Installed useful computer software and monitored the computer processing system of the company. ? Performed basic computer testing procedures to determine the possible need for upgrades and repairs. ? Operated the company's service point-of-contact help desk, which helped maintain good customer relationships. Education High school or equivalent Skills Active directory, Cisco, Exchange, Network administration, Tcp/ip, Dhcp, Tcp, Telnet, Vmware, Database, Mapping, Ethernet, Security, As400, Database management, Systems security, Excel, Microsoft office, Outlook, Powerpoint Additional Information CORE COMPETENCIES ? Computer Maintenance ? Network Administration ? Cost-Benefit Analysis ? Testing & Troubleshooting ? Integrated Technologies ? Reporting and Analysis ? Data Synchronization ? Database Management ? Backup & Recovery ? Systems Security ? Operating Systems ? Resource Allocation COMPUTER SKILLS Microsoft Office 365 (Word, Excel, PowerPoint, Outlook), Windows 7 & 10, Windows Server 2008, 2012 & 2016, Red Prairie, IBM AS400, Conntwise, Telnet, FOG Client, Windows Vista, Cisco Routers/Switches, Lenovo, Apple products, Active Directory, TCP/IP, DHCP, Ethernet, Wi-Fi, File Share, Drive Mapping, Exchange server/O365, VMWare, PowerShell

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