Systems Administrator Systems Administrator Systems Administrator Fitchburg, MA Work Experience Systems Administrator Once Upon A Tile - Fitchburg, MA May 2015 to July 2018 Implemented a low-cost networked storage and backup system to preserve and secure company data. Managed and maintained customer and financial information databases.   Handled general maintenance, virus protection & removal, and disaster recovery.   Upgraded and maintained networking, server, and workstation hardware for improved productivity. Help Desk Technician City of Fitchburg, Information Technology Department - Fitchburg, MA July 2013 to February 2014 Supported users in various departments and locations that experienced various hardware and software issues.   Assisted in the transition from a Windows XP software environment to the Windows 7 environment in multiple departments and locations.   Assisted in the upgrade of the wireless network located at the public library utilizing SonicWall-based infrastructure.   Assisted in the deployment of a Cisco-based wireless network to the Fitchburg Police Department, as well as the deployment of a VOIP phone system and the consolidation of their wired network infrastructure.

   Expanded wireless connectivity, using Cisco wireless access points for the interim City Hall building, providing both employees and guests wireless access.   Maintained the city website, repairing or replacing broken pages, updating content, and updated outdated or broken hyperlinks. Student Help Desk Technician Fitchburg High School, Information Technology Department - Fitchburg, MA January 2008 to June 2010   Supported faculty, staff, and students who experienced technical issues with hardware and software.   Experienced in operating remotely utilizing Windows Remote Desktop or Teamviewer to solve issues for off-site locations.   Implemented a Linux-based and a virtualized operating systems solutions for aging computer labs under budget.   Deployed and upgraded workstations, replacing outdated Windows 95 and 98 computers, as well as aging server architecture with Ubuntu and Windows 7 based workstations.   PROFICIENCIES   Lite-Touch Deployment   Microsoft Office Suite,   Exceptionally Proficient in Services Outlook, and Teams Windows (incl. Server), OS X,   Hyper-V   AccessData's Forensic Toolkit iOS, and Android VMware   Symantec Ghost   SonicWall Systems   Prog. Languages: Python,   Cisco Networking Active Directory Java, C, C#, C++ Education Bachelor of Science in Computer Information Systems

in Computer Information Systems Fitchburg State University - Fitchburg, MA 2016 to Present Associate of Science in Computer Systems Engineering Technology in Forensics Quinsigamond Community College - Worcester, MA 2016 Skills Linux, System Admin, Vmware, Active Directory, Information Technology, Help Desk, Comptia, Desktop Support, It Specialist

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