

Systems Administrator II Systems Administrator II Systems Administrator II - Avidxchange Dallas, NC To grow and manage my knowledge, time, resources, and energy in a way that enables me to fulfill my goals. Building these qualities will make a business grow to its fullest potential. Work Experience Systems Administrator II Avidxchange July 2019 to Present \* SCCM - Deploy software, critical patches, security patches to servers on premise, Azure, and workstations to all of company - Manage mobile application deploys - Run reports - Create device collections \* Active Directory - Maintain OUs - Create OUs, Security Groups \* Office 365 Exchange - Manage Users, Groups, Shared Mailboxes - Run reports \* Azure - Create and maintain servers - Setup Single Sign On (SSO) with in Azure \* GPO - Deploy security policies to all company workstations - Manage WSUS \* VMware - Create and maintain servers - Create clusters - Create mount points \* Service Now - Work on cases for customers \* WSUS - Patch on premise servers \* SolarWinds - Monitor alerts for Azure and On premise servers \* AD Manager Plus - Assist Desktop Support with any AD work \* Rhythm - Keep track of projects \* UCS Director - Run server templates for particular departments Cloud Systems Administrator Avidxchange February 2018 to July 2019 I \* SCCM - Deploy software, critical patches, security patches to servers on premise, Azure, and workstations to all company - Manage mobile application deploys - Run reports - Create device collections \* Active Directory - Maintain OUs - Create OUs, Security Groups \* Office 365 Exchange - Manage Users, Groups, Shared Mailboxes - Run reports \* Azure - Create and maintain servers - Setup Single Sign On (SSO) with in Azure \* GPO - Deploy security policies to all company workstations - Manage WSUS \* VMware - Create and maintain servers - Create clusters - Create mount points \* Service Now - Work on cases for customers \* WSUS - Patch on premise servers \* SolarWinds - Monitor alerts for Azure and On premise servers \* AD Manager Plus - Assist Desktop Support with any AD work \* Rhythm - Keep track of projects \* UCS Director - Run server templates for particular departments Systems Administrator Avidxchange February 2017 to February 2018 \* SCCM Administrator \* AD Administrator \* Office 365 Administrator \* GPO Administrator \* Manage Azure and VMware servers \* Manage tickets in Service Now \* Maintenance patching for workstations and servers via SCCM \* Monitor servers with SolarWinds Jr. Systems Administrator

Avidxchange August 2016 to February 2017 \* SCCM Management \* AMP and endpoint protection  
\* CISCO cloud content management \* VSphere Web Client \* Service Now ticketing system Lead  
Desktop Support Avidxchange November 2013 to August 2016 \* Manage AD, provide privileges to  
users via AD or SharePoint \* Assist infrastructure with Antivirus, AD, Office 365, SCCM, and WSUS  
\* Maintain solid communication between desktop support and infrastructure \* Setup and configure  
IP phones with Avaya Manager \* Configure Microsoft Office profiles, E1 E3 licenses with Office 365  
\* Update and configure SharePoint documents \* Administrator over Office365, AD, Verizon  
Wireless, GoToMeeting, Google Drive, Adobe cloud, Vidyo, and Brivo \* Manage Vidyo conferencing  
system \* Coordinate and manage projects with team members/vendors \* Setup new hires/upgrade  
PCs \* Repair/configure windows 7, 8, and 10 \* Patch network drops \* Manage assets and  
inventory \* Coordinate/direct team members from several remote locations across the US \* Assist  
CEO and Executives with IT related projects \* Coordinate and execute Town Hall company  
quarterly meetings \* Operate Monday company meetings for remote offices to join and participate \*  
Professionally support over 300 users in the office / remote users \* Use Salesforce for case  
management PC Technician Stationed at Carolinas Medical Center in Charlotte NC - Charlotte, NC  
March 2013 to November 2013 traveled to remote locations \* Data migration from old computers to  
new computers, which involves transferring data to servers then back to the local PC \* Reimage  
computers from Windows XP to Windows 7 while ensuring all programs and drivers operate  
sufficiently \* Communicates with nurses and other team members to make sure all tasks are carried  
out effectively \* Configure printers to the network \* Responsible for carrying out procedures on  
laptops, desktops, physician carts, and tablets in all areas of the hospital and during busier hours of  
operation \* Patch network drops Hugh's Painting January 2013 to October 2013 \* Lift ladders up to  
50 feet tall \* Prepare areas for painting or staining \* Pressure wash in hot or cold weather \* Climb  
ladders to paint or pressure wash two-story houses Geek Squad November 2006 to July 2012 \*  
Extensive knowledge of computer diagnostics and troubleshooting. \* Assist customers with service  
and repair issues, which includes providing technical support over the phone and in person. \*  
Rebuild computers back to factory specifications and install operating systems and software

programs. \* Check in product using Nova and STAR, and run basic tests to determine what the product needs and service solutions. \* Keep accurate notes and inform customers on the status of repairs. \* Ensure that each customer received outstanding service by greeting and acknowledging every customer, maintaining excellent company standards, and providing solid product knowledge. \* Maintain awareness of all store promotions and advertisements. Make sure all reports are accurate and up to date; counter management report, DTV report, WIP BIN report, etc. Sales Associate Circuit City 2003 to 2006 \* Provided customers with outstanding service by asking appropriate questions to figure out which computer best suited their needs. \* Effectively merchandised products to create customer understanding and maximize sales. \* Maintained overall brand image through proper product and store presentation. \* Assisted with the training of new employees. \* Performed various inventory functions which included ensuring adequate quantities of stock were available at all times. \* Responsible for dusting, vacuuming, and organizing the work area. \* Assisted with operating the cash register, providing a quick and courteous checkout. Education Diploma in PC Repair Penn Foster Career School - Foster, PA 2003 to 2005 High School Diploma Harcourt High School 1998 to 2002 Links <https://www.linkedin.com/in/dustin-mckale-325388a3>

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