IT Support Specialist IT Support Specialist IT Support Specialist - TechnipFMC(Contract) Missouri City, TX I am seeking a position within the IT department as a Systems Administrator and/or Systems Support to find employment with a company where my skills and experience will be an asset to the business while furthering my knowledge and abilities in the process. I am quick to learn and adapt to new technologies. Work Experience IT Support Specialist TechnipFMC(Contract) - Houston, TX March 2019 to Present   Highly motivated systems administrator maintaining hands-on experience in all Windows environment.   Execute service requests by phone, emails and self service   Troubleshoot and resolve issues over the phone and using remote support tool   Escalate questions, issues and incident due to defined procedures.   Document, track and monitor incidents to ensure timely resolution   Troubleshoot hardware and software issues   Install, Move, Add, Change Hardware and Software   Reads material, attends meetings and classes to keep current with training and technology in focus area.   Maintain IT related customer support procedures to provide timely and efficient customer support.   Maintain and support users at our locations in Houston. Also helped with our remote offices located throughout the World. \   Windows 10 Refresh and Service desk support   Windows 7 and Windows/MAC support and knowledge   Office 2010/2013/2016 at an advanced level   Install computer software (engineering software); imaging desktop/laptops; software applications   Build, deploy, maintain and upgrade PCs, laptops, printers, manage licenses and deploy applications and IP phones.   Provide hardware, printers, and network support.   Support internal and remote customer network users, monitor and manage alarms. Ticketing system   ServiceNow   Log all tickets and troubleshooting issues and assist users iPhone + Android mobile phones including app installs, configs, and OS on both.   Active Directory and Quest One Support   Image Desktop systems using Ghost Product, System Center, or other imaging technologies.   Cisco IP Phones and Jabber Support.   Maintain inventories for all electronic equipment, toner, and other technology supplies IT Support Specialist WorleyParsons(Contract) - Houston, TX February 2018 to August 2018   Highly motivated systems administrator maintaining hands-on experience in all Windows environment.   Windows Server 2008, 2012, 2016 (All editions)   Maintain Cisco IP Phone System   Cloud based applications

Maintain Active Directory, group policy & SAN   Maintain and support users at our locations in Houston. Also helped with our remote offices located throughout the US.   Windows 7 and Windows/MAC 10 support and knowledge   Office 2010/2013/2016 at an advanced level   Install computer software (engineering software); imaging desktop/laptops; software applications   Build, deploy, maintain and upgrade PCs, laptops, printers, manage licenses and deploy applications and IP phones.   Provide hardware, printers, and network support.   Support internal and remote customer network users, monitor and manage alarms.   Ticketing system   Remote software used to install on all devices to remote in   Log all troubleshooting issues and assist users   iPhone + Android mobile phones including app installs, configs, and OS on both.   Support and maintain Office 2010/2013/2016 products   Image Desktop systems using Ghost Product, System Center, or other imaging technologies.   Participate in enterprise-wide IT support, projects, and initiatives.

Maintain inventories for all electronic equipment, toner, and other technology supplies Systems Administrator/Desktop Support Dunavant Enterprises - La Porte, TX August 2014 to January 2018 Maintain and support users at our Dallas, Houston, Pasadena, and Fort Worth offices. Also helped with our remote offices located throughout the US at our 8 Remote offices.   Manager of desktop technicians   Weekly meetings and reports of daily work & projects   Supervise, troubleshoot, and install computers, printers, and network devices.   Highly motivated systems administrator maintaining hands-on experience in all Windows environment.   Windows Server 2003, 2008, 2012 (All editions)   Maintain Avaya Phone System   Dell Sonic Wall firewall/VPN   Cloud based applications   Ticketing system (Goto assist)   Remote software used to install on all devices to remote in   Inventory and labeling of all computer equipment and recorded in SharePoint.   Help with the Office 365 Implementation - 250+ mailboxes   Monitor, install, and maintain Hyper-V & vSphere 5 Environment.   ESXi, Veeam, vCenter   Maintain Active directory, group policy & SAN.

Installed MobiControl on all Tablets   Install packages, maintain updates, and add emails Troubleshoot any issues with tablets   Maintained and troubleshoot our Security Cameras and badge readers.   Maintained 75 Cameras throughout all locations.   Created badges and provided security to users as needed.   Maintained our Verizon account.   250 Tablets, 75 Cell phones, 20

MiFi devices   Inventory of all equipment, cost centers for departments   Met with Verizon vendor monthly to help maintain costs, updates, and keep up with new promotions   Was able to save $2,500 every month from their currently monthly bill Jr. Systems Administrator/Desktop Support Medical Research Consultants - Houston, TX May 2013 to July 2014   VMware Admin (vSphere 4) Install, Maintained, & Troubleshoot. Installed new hosts, and servers, Maintained Clusters and used vMotion. Added storage to servers, Created Templates, Host Profiles.   Highly motivated systems administrator offering hands-on experience in all Windows environment; Windows Server 2003, Windows Server 2008, Windows Server 2010 (x86 edition and r2 editions)   Administration and troubleshooting of Microsoft Exchange 2010. Active Directory, DNS & Microsoft Exchange replication. Basic Scripting via PowerShell.   Supporting a multi-farm XenApp Citrix infrastructure (XenApp 6.5) Containing 30 servers, (VM infrastructure) and approximately 30 applications with 300 users onsite and 150 users offsite. Maintained, & Troubleshoot. Install Hotfixes, Created users and gave them access to certain XenApp applications, Published new applications.   Citrix support to address the ticket queue. Maintain users Citrix profiles and home drives. Evaluating emerging technology such as XenClient, XenDesktop for greater scalability and improve end user experience.

Manage Sales force users and contacts for roughly 500 users. Assist in training of new users, and grow the Sales force skillset across the company. Create reports per request of Marketing, Finance, IT, and sales. Jr. Systems Administrator/Desktop Support Harris County Hospital District - Houston, TX July 2009 to April 2013   Highly motivated systems administrator offering hands-on experience in all Windows environment; Windows Server 2003, Windows Server 2008, Windows Server 2012 (All editions)   Monitor Servers performance; hard-drives, memory, CPU usage, security logs, free space, troubleshooting, etc.   VMware Admin (vSphere 4.1) Install, Maintained, & Troubleshoot. Installed new hosts, and servers, Maintained Clusters and used vMotion. Added storage to servers, Created Templates, Host Profiles, and Veeam for backup.   Citrix Admin (XenApp 6.5) Install, Maintained, & Troubleshoot. Install Hotfixes, created users and gave them access to certain XenApp applications, Published new applications.   Update/Patch Servers, Upgrade firmware and bios on HP blade servers, Replace Bad Hard drives & memory.   Maintain file permissions on file

server; Granted/Denied Access to certain users, Maintain Group Policy, Created Home drives for users.   Managed Compellent SAN. 60TB of Storage. Maintained, install, & troubleshoot. Installed and maintained Double-Take software for DR site located in Austin. Education Diploma Portage High School - Portage, IN 1998 to 2002

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