Assistant Systems Administrator Assistant Systems Administrator Assistant Systems Administrator - Will Cornell Medicine Experienced System Administrator with a demonstrated history of working in the higher education industry. Strong information  technology professional skilled in OS X, managing Apple devices using Munki, Deploy Studio and Jamf Pro. Work Experience Assistant Systems Administrator Will Cornell Medicine - New York, NY June 2018 to Present - New York, New York  - Front line of support to end users about best practices in a High Performance Computing environment  - Help setting up ticketing system, deployment workflow using Jamf Pro and PDQ deploy  - Setup documentation for the department  - Actively monitor and resolve issues with desktop backups with Retrospect  - Deploy new Mac, Windows and Linux workstations for users  - Support and maintain department multi-function printers  - Support department with the A/V setup Junior System Administrator CIASTech, Rochester Institute of Technology - Rochester, NY May 2016 to May 2018 - Manage Apple computers with Munki  - Packaging and Software deployment for Apple machines with Munki  - Re-imaging/updating Lab machines with Deploy Studio and via SCCM  - Manage iPads with Jamf Pro (Casper Suite)  - Co-Maintain Service Desk Queue and triage all problems that enter queue with Atlassian JIRA  - Maintain Technical Knowledge Base documentation  - Co-Maintain and update Student Handbooks and Training Manuals Customer Service Associate Express Clothing - West Nyack, NY June 2015 to August 2015 - Help customers with their clothing needs.  - Suggest clothing styles to customers  - Co-Maintain the register Education BS Rochester Institute of Technology 2018 Skills ACTIVE DIRECTORY (Less than 1 year), CSS (Less than 1 year), DHCP (Less than 1 year), DNS (Less than 1 year), HTML (Less than 1 year) Additional Information Skills  System Administrator Munki, Deploy Studio, Jamf Pro/Casper Suite, VMWare, TCP/IP, VLAN, ESXi, NADs,  Atlassian JIRA, Atlassian Confluence, HTML/CSS, Adobe Creative Cloud, SCCM, Active directory,  LDAP, Jamf Composer, Troubleshooting, DNS, DHCP, VPN, Mac OS Server,  Apple remote desktop, Puppet, Ansible, PDQ Deploy, Retrospect backups

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