

Help Desk Administrator Help Desk Administrator Help Desk Administrator Sunrise, FL To obtain a position as a Network/Systems Administrator with a technological progressive company. My unique combination of creative and technical talents allows me to be a strong leader in any organization or working environment. Work Experience Help Desk Administrator WICKER, SMITH, O'HARA, ET AL - Miami, FL 2009 to 2012 * Act as second level support for Help Desk functions. * Handles problem escalation, problem resolution processes and performance monitoring. * Provides technical support to network systems including servers, laptops, desktops, routers, switches, printers, scanners, copiers, fax machines, blackberry's and any software applications associated with the operation of these devices. * Handles problem escalation and problem resolution processes * Provides support to end users on a variety of issues. * Responds to telephone calls, email and personnel requests for technical support. * Documents, tracks, and monitors the problem to ensure a timely resolution. IT Administrator MICRO PNEUMATIC LOGIC INC - Pompano Beach, FL 2007 to 2009 * Active Directory configuration and deployment * LAN, WAN and Remote administration * Land and mobile phone communications and configuration * Hardware and Software installation * Monitors database operations * Monitor and backup SQL database * Perform backup and recovery of database * Troubleshoot and quickly respond to network outages * Proactively provide short term and long term solutions to issues and anomalies * Configure and maintain servers (local and remote) * Manage remote connections through VPN * Perform system upgrades, testing and deployment of functional and security patches * Provide detailed documentation of all implementation, changes and solutions Database/System Administrator BEACON INDUSTRIES - Pompano Beach, FL 2006 to 2007 * Write and maintain complex Transact-SQL * Experience with DTS packages and Stored procedures * Run data queries in Crystal Reports, MS Access and Advanced Excel * Redesign existing web pages using ColdFusion * Responsible for all desktop, laptop, server, network, email, website, printer/copier/fax and technically related items Academic Program Director-Computer Information Science FLORIDA METROPOLITAN UNIVERSITY - Pompano Beach, FL 2004 to 2006 * Instruct Computer-related courses each semester * Hire and evaluate instructors * Create course schedule and assign instructors per semester * Faculty Advisor to CIS students Education Master

of Science in Management Information Science Florida International University Skills Tech Support, Help Desk, Desktop Support, Active Directory, Service Desk Assessments Customer Focus & Orientation Expert July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/wfe4ockertud3gi Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Jason Chen

Email: erica61@example.net

Phone: 805-525-1414x675