

Service Desk/ Security Analyst Service Desk/Security Analyst Service Desk/ Security Analyst - Sauk Prairie Healthcare New Lisbon, WI I am a hard working IS Professional looking for a position as a support analyst or related position. Work Experience Service Desk/ Security Analyst Sauk Prairie Healthcare - Prairie du Sac, WI September 2015 to Present Provided level 2 support Worked/Maintained a Citrix Environment Configured and maintained a VMware test environment for our ticketing system Responsible for user access and organizational units Imaged computers using Clonezilla Created and revamped documentation Developed and implemented a Mobile Service Desk initiative Worked with Solarwinds networking tools for device tracking and network troubleshooting Configured computers into domain auto-boot computers Responsible for issue prioritization and escalation Worked with Cisco Unity Connection and Call Manager to setup and maintain a VOIP phone system IT Intern Leer Inc. - New Lisbon, WI May 2015 to August 2015 outages Completed troubleshooting on connectivity, switches, phones, and computers Wrote IT procedure documentation and instructions Completed Hard Drive install on Server A/V Equipment setup Active Directory and Microsoft Exchange troubleshooting Grounds Crew UW-Oshkosh - Oshkosh, WI June 2012 to May 2015 Responsible for leading projects Troubleshoot and overcome physical tasks Operated skid steer, tractor, plow truck, dump truck, and other miscellaneous small machinery Campus Involvement Four-year Collegiate Athlete UW-Oshkosh Fishing Club member UW-Oshkosh IS Club Member IT Intern Leer, Inc - New Lisbon, WI May 2014 to September 2014 Education Bachelor of Business Administration in Information Systems University of Wisconsin - Oshkosh, WI Certificate Fox Valley Technical College Additional Information Proficient in Microsoft Office Experienced Virtualization Skills- VMware and Citrix Products Experience with Team Viewer and Dameware Windows XP, 7, 10, Server 2008 and Server 2012 Experience Experience with Different Helpdesk Software Grasps concepts and applications quickly Experience with Cisco Virtual Academy Routing and Switching Understanding of Windows PowerShell Excellent communication skills Cooperative Excellent work ethic Team oriented Professional Understanding of different Imaging tools

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