Senior IT Analyst Senior IT Analyst Senior IT Analyst Woodstock, IL Work Experience Senior IT Analyst NEMERA - Buffalo Grove, IL November 2015 to August 2018 In my first role within a Global Company, communication became a key factor in determining how quickly I adapted to establish myself as an asset. * Supporting Systems and Network Operations across two buildings. * Management of On-site backup and Disaster Recovery procedures. * Communicate with key Vendors and Customers to maximize relationship. * Project Lead for Data Historian Server integration with Eli Lilly Machine Interfaces. * Procure Technical documents for ongoing GMP system audits. * Manage Help Desk queue and delegate tickets accordingly. Network Administrator YOUNG INNOVATIONS - Algonquin, IL April 2015 to November 2015 I adopted a large amount of responsibility within a short period of time due to turnover within IT. This challenged my Technical competency while promoting my ability to take on a senior role. * Management of Systems and Network Operations across 6 sites. * Database Administration of our ERP & CRM (IFS) Systems * Supervision of Exchange 2010 High Availability * Significant role in cutting over to AT&T for ISP and MPLS services. * Implemented IPsentry as a cost effective solution for bandwidth utilization alerts. * Created Technical documentation for IT processes. * Managed Netgear NAS appliance for backup to disk. * Generated weekly reports in advance of meetings with Management team. Systems Engineer AMERICAN SOCIETY OF PLASTIC SURGEONS - Arlington Heights, IL January 2012 to April 2015 With a solid team already in place, I was able to expand my knowledge by overseeing the lifecycle of Business driven Projects sponsored by IT. * Configured and maintained a Windows Deployment Server to standardize Windows images. * Through WSUS, maintained updated patch deployment for all Systems. * Implemented On-boarding and off-boarding policies. * Upgrading Symantec Enterprise AV software (v12) on all Endpoints * IT lead on transitioning our Postini SPAM filter to Google Apps Message security platform * Assisted Senior IT with implementing BGP for ISP redundancy. * Promoted from Technical Support Specialist to Systems Engineer. Systems Network Administrator COMPUTER VIEW INC - Arlington Heights, IL August 2006 to December 2011 As a managed services provider, I gained vast insight of the scope Technology encompasses, from Help Desk support to Systems and Network Integration. * Provide Network Support and Systems

Integration for Chicago suburban public Libraries * Communicate with team members and help desk to resolve issues quickly and effectively * Deliver emergency support working extended hours and weekends. Consult with third party vendors to trouble shoot issues that required escalation. * Responsible for the provisioning of HP ProLiant Chassis switches to all of our managed networks

PC Production Manager TACTICAL BUSINESS SERVICES - Crystal Lake, IL July 2002 to March 2006 Assembling Computer systems provided a foundation in my evolution to become efficient at troubleshooting hardware issues.   * Managed assembly of computers and increased productivity by re-structuring workflow. * Lead support technician for customers. * Supervise staff and delegate responsibilities to assure quality.   * Promoted from QA Technician to Production Manager. Education Associates Degree in Electronics And Computer Technology in Electronics Computer Technology DEVRY UNIVERSITY - Addison, IL May 2002 Project Management Fundamentals GLOBAL KNOWLEDGE TRAINING CENTER - Schaumburg, IL Skills Active Directory (10+ years), Cisco (3 years), Deployment (10+ years), Enterprise Administration (10+ years), Exchange (3 years), Hyper-V (5 years), Juniper (Less than 1 year), LDAP (Less than 1 year), MICROSOFT SHAREPOINT (3 years), Printers (10+ years), SharePoint (3 years), SINGLE SIGN ON (Less than 1 year), SSO (Less than 1 year), Symantec (3 years), VMware (3 years), VoIP (5 years), Windows Server 2008 (10+ years), Wireless (10+ years) Additional Information   Hyper-V and VMware Experience   Symantec and Veeam Backup Software   Cisco, Juniper, and HP business grade switches   Cisco Wireless Controllers and Access Points   Cisco UC and VoIP   Office 365 Enterprise Administration   Exchange and SharePoint Administration   Windows Server 2008 to 2012   Active Directory supporting LDAP and SSO   Group Policies deployment   Network Shares and Printers

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