Sales / Network Administrator Sales / Network Administrator Sales / Network Administrator - Superior Mowers & More Whiteland, IN Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One / Two Technical Support and/or Desktop Support role. Work well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.   Technical Skills & Certifications CompTIA Strata IT Fundamentals, SDP (Service Desk Professional) MTA: Network Fundamentals, MTA: Windows Server Fundamentals, MTA: Windows OS Fundamentals Adding/removing computer hardware; computer hardware support and troubleshooting Configuring and troubleshooting Microsoft Office 2010 - 2013 applications Connecting Microsoft Office Outlook 2010 to Microsoft Exchange Help desk metrics, prioritizing issues, and methods of providing support   Network Infrastructure Configuration and Troubleshooting: Internet, intranet, extranet, local area networks (LANS), wide area networks (WANS), wireless networking, and network topologies & access methods   Network hardware, switches, routers, media types   Protocols & services: IPv4/IPv6, names resolution, networking services, and TCP/IP   Windows Operating System Configuration and Troubleshooting: Control panels, desktop settings, native applications and tools, mobility, and remote management and assistance   Identify Windows operating system, upgrade paths, installation types, and understand virtualized clients   Application installation/virtualization, user account control (UAC), and malware removal   File systems, share permissions, Bitlocker, and encrypting file systems (EFS)   Connect devices, understand storage/disk types, storage security, strong device types, strong drive types, and cloud storage   OS maintenance backup and recovery methods, maintenance tools and updates   Windows Server Administration Configuration and Troubleshooting: Server installation: device drivers, services, and server installation options   Server Roles, application servers, web services, remote access, file/print services, and server virtualization   Active Directory, accounts and groups, organizational

units/containers, Active Directory infrastructure, and group policy   Identify storage technologies, RAID, disk types   Server performance management, Identify major server hardware components, performance monitoring, logs and alerts   Server maintenance, startup processes, business continuity, troubleshooting methodologies Authorized to work in the US for any employer Work Experience Sales / Network Administrator Superior Mowers & More - Greenfield, IN February 2019 to Present Maintain internal network and devices   Maintain routers and switches   Troubleshoot applications and software   Maintain up to date knowledge of products and services provided Help Desk Specialist Ciproms Medical - Indianapolis, IN May 2013 to May 2018 Maintain strict confidentiality of all patient, client and company information   Ability to prioritize workload and multiple projects   Ability to work as a team or independently   Ability to communicate clearly and effectively with users of multiple skill levels   Perform troubleshooting of software applications via remote desktop software   Determine source of computer problems (hardware, software, user access, etc)   Document resolutions in knowledge base for future reference   Provide training and technician support on computer systems and applications.   Serve as liaison between staff and the Information Technology department to resolve issues Transfer Driver / Shipping Clerk SLD of the Adidas Group - Indianapolis, IN July 2009 to May 2013   Transfer of goods from facilities to customers.   Provided excellent service while working with customers.   Validated loads, drafted bills of lading, maintained on time and accurate delivery, and verified trailers were loaded and unloaded efficiently and in accordance with FMCR guidelines. Jr. Network Tech Brensten Education - Indianapolis, IN February 2013 to April 2013 Set up classroom computers and conferencing equipment for class lab sessions   Assisted adult learners through hands-on lab tasks as needed   Responsible for submitting attendance and class summary reports to management   Performed troubleshooting of connectivity issues as needed   Computer system setup/tear-down for new end users   Setup of Outlook mail accounts for new end users   Troubleshooting Windows 7 systems in an Active Directory environment   Experience using and troubleshooting Microsoft Lync for web presentations   Experience using and troubleshooting LifeSize video conferencing connections   Experience using and troubleshooting VMware Workstation virtualization software Supply Specialist

US Army / Active Duty - Camp Atterbury February 2003 to June 2005   Ensured soldiers family information was accurate and issued identification cards for them and their family members. Update promotions and family changes into the system.   Order and secure ID cards, computers, and specially designed printers for creating ID cards. Indiana Army National Guard - Indianapolis, IN February 1995 to June 2005 638th Aviation Support Battalion Battalion Communication Sargent Established annual training schedules and guidelines for the Communication sections in each company.   Evaluate and ensured a 90% readiness level for equipment and personnel, prepared and presented evaluations and readiness reports to the Battalion Commander.   Ensured all communications are set up and running efficiently (land lines and radio) in a timely manner. Maintained 100% uptime of all communication with each company and higher ups. Education Information Technology Colorado Technical University 2013 to 2015 Brensten Education Microsoft IT Academy - Indianapolis, IN March 2013 Skills Desktop Support, Help Desk, Comptia, Active Directory, Service Desk, Active Directory, Service Desk, Tech Support, MAC Military Service Branch: United States Army Rank: E-4

Name: Mr. Michael Allen

Email: christinawalton@example.net

Phone: +1-707-493-2296x6503