

NETWORK ADMINISTRATOR NETWORK ADMINISTRATOR NETWORK ADMINISTRATOR -
MEDEX DIRECT PHARMACY Macomb, MI To obtain a challenging and rewarding position in IT
Administration with an organization which recognizes my true potential and provides me sufficient
avenues for professional growth through nurturing my technical skills and competencies Work
Experience NETWORK ADMINISTRATOR MEDEX DIRECT PHARMACY June 2007 to Present
Perform ongoing hardware and software maintenance operations, including installing or upgrading
hardware or software. Provided staff and users with assistance solving computer related
problems, such as malfunctions and program problems. Performed daily back-ups and restores
with Symantec and Barracuda. Configured laptops, desktops, printers and scanners using
TCP/IP/DHCP protocols. Managed Windows servers 2008-2012 Setup VPN connections for
out-of-state employees. Installed and configured Dell and Cisco switches. Managed and created
email accounts through intermedia. Installed and configured Microsoft Lync 2010 Managed and
added users in Active Directory. Map network drives, printers and scanners. Installed and
configured SonicWALL firewalls. Provided technical assistance of migration of physical servers to
virtual servers through VMware vSphere. Assisted off site employees with technical issues over
phone and TeamViewer. Worked with outside vendors to improve employee efficiency with third
party applications. Education Bachelor's Degree in Computer Science Wayne State University 2011
Skills Windows, Active Directory, Technical Support, Networking, Customer Service, Microsoft
Office, VMware, Windows 7 Additional Information Analytical thinker, consistently resolving
ongoing issues, often called upon to consult on problems that have eluded resolution by others.
Demonstrated problem analysis/ resolution skills, ability to troubleshoot, solve problems quickly &
effectively Excellent client management skills innate ability to build strong, lasting and mutually
beneficial relationships.

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