

SITE ADMINISTRATOR/INFORMATION TECHNOLOGY SUPPORT ENGINEER SITE
 ADMINISTRATOR/INFORMATION TECHNOLOGY SUPPORT ENGINEER SITE
 ADMINISTRATOR/INFORMATION TECHNOLOGY SUPPORT ENGINEER - VERISMA SYSTEMS,
 INC Clay, NY Work Experience SITE ADMINISTRATOR/INFORMATION TECHNOLOGY
 SUPPORT ENGINEER VERISMA SYSTEMS, INC May 2018 to Present Manage reports for
 security and usage; on WatchGuard Firewall and Intune Azure Cloud systems. Manage 0365
 cloud network including Azure Active Directory, Intune network management software Use Jira
 help desk system for support tickets Develop "How to" documents for users resulting in 50 %
 decrease in support tickets. Setup Virtual Servers for clients (including Finance Group, Reviewers
 and Legal Team). Developed PowerShell scripts to configure PCs to connect to Azure AD.
 Streamlined Windows 10 usage/licensing within the company MS Exchange administration -
 manage accounts, rules and updates. MS SharePoint administration - manage sites for each
 department. Daily meeting with directors to address issues within our LANs, WANs and intranet
 systems. Maintain integrity of the network, server deployment, and security using Monitis
 Monitor networks to ensure security and availability to specific users via StatusCake monitoring
 software Administer servers, 350 desktop computers, 12 printers, 2 routers, 8 switches, 1 firewall,
 25 phones, smartphones, security updates and patches within Intune. Configure and deploy
 phones for the 25 user Customer Service Department with CoverageOne software. Configure and
 deploy Easter Security badges for 200 employees INFORMATION TECHNOLOGY SPECIALIST II
 COMMUNITY BANK August 2016 to March 2018 Support client with Citrix and Windows Active
 Directory accounts. Coordinate with team members on projects. Responsible for installation of
 new client-side hardware (PC's, laptops, printers). Deploy Win 10 software to 250 thin clients via
 WDM. Deploy Win 10 software to 50 PCs and Laptops via BigFix. Provide update spreadsheets
 for SharePoint; PC info spreadsheet (include device serial number and location of PC) ANALYST /
 SITE NETWORK ADMINISTRATOR IT ASSOC May 2015 to June 2016 NEENAH PAPER INC.
 Install and support LANs, WANs, network segments, Internet, and intranet systems. Install and
 maintain network hardware and software. Protects organization's value by keeping information

confidential. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks, with perform network address assignment. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers and intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewall, phones, smartphones, security updates and patches. Evaluate and modify system's performance. Identify user needs. Maintain integrity of the network, server deployment, and security. Meets financial requirements by submitting information for budgets; monitoring expenses. Education ASSOCIATE OF OCCUPATIONAL STUDIES DEGREE ITT TECHNICAL INSTITUTE March 2010

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