

IT Specialist IT Specialist Aberdeen, MD 10+ years IT experience providing desktop support, Backup management, NOC Admin, Monitoring, RMM Authorized to work in the US for any employer

Work Experience IT Specialist AASKI - Aberdeen, MD October 2018 to Present Support Aberdeen office Manage PBX Phone system Image and deploy laptops Office 365 Active directory NOC Administrator Xpertechs - Ellicott City, MD December 2014 to August 2018 Kaseya Certified Administrator Labtech Certified Professional Monitoring, Tuning and Alerting Backups Administration, Migration to Datto Client reports for managed services Proactive Administrator Helion Technologies - Baltimore, MD January 2012 to November 2014 Kaseya Virtual System Administrator for 20,000 endpoints Ensure Anti-virus and Anti-Malware is installed and up to date Active monitoring alerts for servers: Exchange services, offline, low disk space Reports for workstations and servers for shared drives, disk space consumed, audits Maintain company backup & replication servers, iSCSI storage configurations Virtual backup technologies Veeam & AppAssure Kiwi network device backups Barracuda spam and virus firewall PRTG network monitoring Network Specialist MV Transportation, Inc - Corpus Christi, TX August 2008 to December 2011 Kaseya Virtual System Administrator for 3,000 endpoints Configure new networks, workstations, and printers Vendor coordination for building renovations and ISP services, cabling Maintain servers, printers, 25 workstations, 50 paratransit vehicle camera systems IT Support South Eastern School District - Fawn Grove, PA July 2007 to August 2008 PC Troubleshooting and repair, Ghost images Asset Management/Maintenance of computer systems for six schools Visio diagrams, Help Desk support, back-ups, wireless AP Management User guides for teachers and staff Education Associates in Computer Systems Specialist York Technical Institute - York, PA Skills Labtech (3 years), Kaseya (9 years), Backups (10+ years), Service Desk, Help Desk, Active Directory, Desktop Support, Secret Clearance, It Specialist Certifications/Licenses Kaseya Certified Administrator January 2015 to Present Labtech Automate Expert A valid IT Specialist certification CompTIA Security+ July 2019 to July 2022

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