Systems Support Technician Systems Support Technician Middletown, OH Authorized to work in the US for any employer Work Experience Systems Support Technician ADB Companies - Mason, OH February 2019 to June 2019 ? Maintained tickets and worked with the customer to resolve issues. ? Assisted all of our clients with day-to-day support issues. ? Answered incoming calls from customers. ? Assisted team members to work and resolve issues. . ? Participated in meetings around the service desk metrics and changes affecting the entire customer environment. ? Created and updated knowledge base articles for the agents. ? Escalation resource for both customers and agents. ? Documented processes effectively and efficiently. Team Lead Atos IT Services and Solutions Inc - Mason, OH June 2018 to February 2019 ? Maintained tickets and worked with the customer to resolve issues. ? Assisted all of our clients with day-to-day support issues. ? Answered incoming calls from customers. ? Assisted team members to work and resolve issues. ? Trained incoming team members of the desk policy and procedures. ? Participated in meetings around the service desk metrics and changes affecting the entire customer environment. ? Created and updated knowledge base articles for the agents. ? Escalation resource for both customers and agents. ? Documented processes effectively and efficiently. Public Safety Officer Andy Frain Services - Cincinnati, OH December 2017 to May 2018 ? Responded to calls for service from tenants and consumers. ? Assisted tenants in stops of shoplifting suspects for the return of their merchandise and the arrest of suspected guilty parties. . ? Monitored CCTV, dispatched officers and answered the phones for guests with questions. ? Wrote reports for incidents that occurred on mall property. ? Completed interior and exterior patrols of the mall, ensuring the mall has the highest level of security. ? Maintained the highest level of customer service. ? Documented processes effectively and efficiently. Systems Engineer II Vision One IT - Township of Liberty, OH February 2017 to October 2017 ? Maintained tickets and worked with the customer to resolve issues. ? Assisted all of our clients with day-to-day support issues. ? Played a vital role in the maintenance and support of our clients network infrastructure. ? Configured new switches, firewalls and AP s as required by our clients. ? Configured new servers, VM hosts and SAN s as required by our clients. ? Built servers, domains, as well as built SQL and Machine Control

clusters for our clients. ? Maintained a strict security policy for all applications and file shares. ? Documented processes effectively and efficiently. ? Main Network Administrator internally and for our clients.

Associate Security Analyst
Great American Insurance Group - Cincinnati, OH
September 2016 to February 2017

? Maintained tickets and worked with the customer to resolve issues. ? Wrote Powershell scripts to automate current manual processes. ? Documented processes effectively and efficiently. ? Provisioned accounts and access in Active Directory. ? Maintained 4 domains, including DMZ, non-production and production domains. ? Business specific interface assistance/password resets. ? Maintained a strict security policy for all applications and file shares. ? Reviewer of all requests for elevated access, as well as access to applications and network locations. ? Day-to-day customer support with business applications/needs.

IT Support Technician
University Bank - Ann Arbor, MI
February 2016 to June 2016

? Maintained tickets and worked with the customer to resolve issues. ? Documented processes effectively and efficiently. ? Researched plans for future network security implementation. ? Researched plans for future network monitoring implementation. ? Active Directory password resets/new account creation. ? Business specific interface assistance/password resets. ? Set up laptops for new employees and assisted with sign on procedure. ? Day-to-day customer support with business applications/needs.

Technology Analyst
Robert Half Technology - Cincinnati, OH
February 2015 to February 2016

? Built VMware Virtual Servers as required by the business. ? Built physical servers and configured the server as required by the business. ? Maintained datastores on the Virtual hosts as required. ? Maintained tickets and worked to resolve customer problems. ? Added new hosts to our clustered environment, as per needs of the businesses. ? Assisted with daily backups of files and VMDK s. ? Develop scripts and web applications as required by the business. ? Monitored SCCM, SCOM, AD and the wireless and LAN infrastructure. ? Assisted with backup procedures for the DR site. ? Assisted with the SCCM infrastructure, built and deployed packages, as well as Operating Systems and Windows Updates for clients and servers. ? Assisted with ensuring HA and our clustered host environments maintained stability and resolved issues with HA as needed. ? Documented

processes effectively and efficiently. ? Virtualized physical servers to VMware using the VMware P2V tool. ? Migration of files (VMDK, File Server, etc) from legacy systems to new systems and ensured working properly. Systems Administrator Wyoming City Schools - Wyoming, OH September 2012 to October 2014 ? Monitor, troubleshoot, isolate and resolve issues with WLAN/LAN and on WAN. ? Deploy new switches, AP s, servers and systems as required. ? Build new images in SCCM to deploy. ? Develop scripts and web applications as required by the district and city. ? Assisted with ensuring HA and our clustered host environments maintained stability and resolved issues with HA as needed. ? Built VMware Virtual Servers as needed by the district. ? Maintained datastores and the SAN infrastructure. ? Worked to develop packages in SCCM to deploy to our clients. ? Built and maintained physical and virtual servers as required. ? Built network monitoring servers (Nagios, SolarWinds, Cacti) to monitor the infrastructure effectively. ? Documented processes effectively and efficiently. Education Information Technology Butler Tech-D Russel Lee Career Center - Hamilton, OH August 2009 to June 2011 Diploma in High School Edgewood High School - Trenton, OH August 2007 to June 2011

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