Systems Administrator I Systems Administrator I Systems Administrator I Sacramento, CA Work Experience Systems Administrator I FIS Pronet - Sacramento, CA November 2016 to March 2019 Monitor and Manage Servers and environments to ensure stability for customer user on a daily basis.   Actively implement changes in the environment to ensure a smooth IT experience for customers   Diagnose Network/Software/Hardware problems that arise and correct them within a timely manner.   Periodically called out to different sites for implementation/repair/diagnosis of network equipment.   Contacting vendors and third-party application support on the customers behalf to troubleshoot and correct any issues that arise software or hardware related. Direct Technology Contractor Bomgar Remote Desktop Software - Rancho Cordova, CA January 2015 to November 2016 Service Desk Level 1   Support for over 55,000 employees in a Windows Enterprise Network.   Average call volume 40-60 calls per day, 100+ contacts including email.   Application support for Kronos, Taleo, Clairvia, EPIC, Lawson, etc.   Live customer support via screen sharing sessions (Bomgar Remote Desktop Software).   iPhone/Android support and mail client setup for Mobile Iron Client.   Management of security groups and password resets in Active Directory for end users. TEKsystems Contractor California ISO - Folsom, CA July 2014 to January 2015 Help Desk Analyst   Responding to 50+ support email and phone calls per shift.   Opening and resolving request and incident tickets using BMC Remedy.   Monitoring operations and systems for telemetry alerts and notifying teams as they occur.   Troubleshooting hardware and software issues over the phone and in person.   Opening and monitoring conference bridges as needed.   Modifying access rights and password resets in Active Directory for end users.   Supported end users with Exchange mailboxes via Enterprise Exchange Admin. Education Multimedia and Game Design ITT Technical Institute - Rancho Cordova, CA 2008 to 2009 Skills CISCO, EXCHANGE, REMEDY, CITRIX, JUNIPER, Vmware, Active Directory, System Administrator, System Admin Links http://www.linkedin.com/in/josephshill

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