

Systems Engineer Systems Engineer Systems Engineer Memphis, TN Obtain a position utilizing my training experience, quality assurance, and time management skills. I am a fast learner; a skilled communicator who exhibits a professional appearance at all time. I am a team leader as well as team player. Authorized to work in the US for any employer Work Experience Systems Engineer Everything IoT - Atlanta, GA May 2018 to Present Provided IT consulting service for small and medium businesses. Installed Services for Web Hosting, Exchange, Carbonite, File Sharing and other Management Services. Improved efficiencies for clients by analyzing procedures handle by their infrastructure. Offered Remote Desktop support to all clients and responded to helpdesk tickets in a timely manner. Developed scripts for clients, hardware deployment, data recovery, and more. Ensure client satisfaction, by implementing operating procedures as agreed upon. Systems Engineer Ricoh USA - Atlanta, GA March 2018 to May 2018 Repair client s hardware via remote support (OS, Hardware, and Software, Networking, and Smartphone s.) Support users with general help via Call Center. Mentored Support Desk Tier 1 & 2 on company procedures. Ensure service levels agreements were upheld under the conduction of their contracts. System Administrator Level 3 Support Service King Collision Repair - Memphis, TN April 2013 to October 2014 Manage local infrastructure, maintain 25 servers, 500+ users, computers, and printers Traveled to different locations and states for acquisition and deployment. Responsible for hiring contractors for cabling and large jobs, and maintain contracts for Microsoft, Dell and other. Maintain corporate policies, monitor users and computers, test new software and hardware. Responded to helpdesk tickets in a timely manner, and worked with the development team on software issues. System Administrator Manhattan Motorcars - New York, NY August 2009 to February 2010 Managed the local infrastructure and Helpdesk department. Installed, Configured and migrated Windows SBS 2008 with Exchange 2007 from Windows SBS 2003 Order computer products, software and hardware as needed. Handle all account information for ISP, VOIP, MPSA, and websites. Education Middlesex College Computer Sciences Edison September 2008 to February 2009 Skills CompTIA Certified A+ IT Technician (10+ years), CompTIA Certified Network+ (10+ years), CompTIA Certified Security+ (10+ years), Microsoft Office Specialist (10+ years), Microsoft Certified Professional (MCP) (10+

years), Microsoft Certified Systems Administrator (10+ years), Microsoft Certified Systems Engineer (10+ years), Linux, System Administrator, Vmware, Active Directory, Cisco, DNS, Powershell, SCCM

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Certifications/Licenses CompTIA Certified A+ IT Technician Present

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CompTIA A+ Certification CompTIA A+ earners who certified between January 1993 and December 31, 2010, have an A+ considered good-for-life (GFL). It does not expire and does not have CE requirements. Earners of the CompTIA A+ certification have validated skills in hardware repair and configuration, PC and peripheral troubleshooting, Windows operating system administration, and user support. ISSUED BY CompTIA ISSUED TO Michael Drayton ISSUED ON 20 Jun 2008

CompTIA Network+ Certification Present

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Network+ earners who certified prior to January 1, 2011 have a Network+ considered good-for-life (GFL). It does not expire and does not have CE requirements. Earners of the CompTIA Network+ certification have the skills needed to troubleshoot, configure, and manage enterprise networks.
ISSUED BY CompTIA ISSUED TO Michael Drayton ISSUED ON 23 Jan 2009

Name: Rachel Cole
Email: jacksonrangel@example.com
Phone: 001-774-233-5492x41389