IT Generalist IT Generalist Greensboro, NC System Administration Knowledge & Experience: Windows 7 & 10, Apple/Mac, & Linux Operating systems   Windows Server 2003, 2008, 2012, & 2016   Active Directory, Domain Controller, WSUS & DNS server services   Apache HTTP/ Web servers   Software Knowledge & Experience: MS Office Suite 2010-2016 & Adobe Creative Suite   Tortoise SVN, GitHub, New Relic, MMonit, WordPress, Drupal CMS, Jira, Confluence, Fisheye, SharePoint, Jenkins ETL, Savance ECM, Veeam Backup/Replication, VMWare/VSphere Client, AVAYA Phone Manager, Carbonite Online Backup, MS Visual Studio 2015, Eclipse IDE, Spiceworks HelpDesk & Network Monitor, ClickShare, WebRoot, MalwareBytes, CCleaner, QuickBooks   Programming Languages: Proficient in JavaScript, CSS, HTML, PHP, JAVA, VB.NET, MS SQL, MySQL, & PostgreSQL   Command line proficiency for Windows and Linux O/S   Additional Experience: Excellent customer service, organizational and communication skills   Excellent performance as both independent contributor and as team member   Hands-on hardware repair and maintenance for Windows PCs and laptops   Virus removal and repair of Windows PCs and laptops Work Experience IT Generalist Electric Supply & Equipment, Inc - Greensboro, NC January 2017 to July 2018   Help-desk support for all company employees and vendors   Researched, reported and gained approvals for software solutions related to e-Commerce website, backup/replication of production servers, as well as digital signage for counter sales areas and tel-conferencing alternatives   Tested, deployed and monitored Veeam Backup & Replication software for production servers   Monitored and maintained company servers with VMWare and VSphere client software and performed recovery procedures when necessary   Troubleshooting and monitored company physical SAN arrays   Tested and monitored company WSUS server   Programmed/developed web-form applications for use on company intranet   Creation of workflow for ECM and monitored other ECM processes   Initial setup of new PCs and laptops including installation of basic and company specific software for new and current employees   Maintenance and re-deployment of older PCs and laptops for miscellaneous company uses   Administration and deployment of Carbonite Online Backup for selected employees PCs   Troubleshooting and monitored of AVAYA Phone manager software and server for company VOIP   Installation and

administration of ClickShare presentation devices and server   Administration of company email services via 3rd party and performance of integration procedure with company Active Directory Deployment and setup of WYSE clients for workstations at the company branch offices   Installation and troubleshooting of printers, copiers and other peripheral devices, company owned or leased, as well as updating records of these devices   Co-coordinated the safe and Eco-friendly disposal of old computers, devices, and batteries   Work Experience Jr. Programmer & IT Support Graphik Dimensions - High Point, NC June 2016 to January 2017   Handled intake of IT requests from inter-departmental and intra-departmental personnel and assisted in coordinating in prioritization and assignment of requests to Sr. Developers   Assisted Marketing department with Content Management utilizing Jenkins ETL processes and Drupal CMS.   Developed scripts to run SQL queries for various reports utilizing Linux command line functionality and possible integration as a Jenkins process   Researched open source and vendor sourced software and hardware for real-time monitoring and reporting via a dashboard displayed on HD monitor/TV   Created documentation for training manuals for support members regarding the ETL processes used by the Development team. Web Application Developer Bluetick Inc - Greensboro, NC May 2013 to January 2015   Developed and maintained Land Management application for use by clients on all supported browsers using PHP, JavaScript & SQL to repair reported bugs/defects and developing enhancements to the system for client specific requests. Education Bachelor of Science in Computer and Information Systems Management Guilford College - Greensboro, NC January 2011 to May 2013 Assessments Technical Support   Highly Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/k3tgvu-b-fwccjko Basic Computer Skills: PC   Expert August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/g0t5habjlejsoppm   Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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