Senior Network Administrator - VPN Support Senior Network Administrator - VPN Support Senior Network Administrator - VPN Support Cleburne, TX To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in the field of Technology. Authorized to work in the US for any employer Work Experience Senior Network Administrator - VPN Support VPN Support August 2009 to Present Current Job Position Requirements * VPN Support for Remote Users (Numbering from 25 - 150 Employees) * Technology Support for all Users (Numbering from 250+) * Software Support for all Users (Apple, Microsoft, Adobe, ShoreTel, Blackbaud, Google, and other Third Party Programs) * BYOD Hardware Support for all Users (iOS, Android, Windows Tablets, Phones, Laptops, and Desktops) * Virus Support for all Users (Kaspersky, McAfee, Avast, and Microsoft Security Essentials) * Server Support (Numbering from 12+ in multiple environments (Development, Test, Production, Virtual) Network Administrator * Account Support/ Created, deleted, and edited User accounts on Microsoft Active Directory * Network support/ Monitored and Maintained Network servers for our in house and remote Users   User Support * Help Desk/ Monitored and Maintained incoming User help requests for a variety of issues * User Support/ Went out on help calls to correct User help requests * User Support/ Monitored and Maintained User hardware (PC's, Printers, Telephones, etc)   Telephone Administrator * Telephone Support / Created, deleted, and edited accounts on our ShoreTel Telephone System * Telephone Support / Monitored and Maintained the ShoreTel Telephone System in house and for remote users * Telephone Support/ Monitored and Maintained ShoreTel Telephone Hardware for Users   Technology Trainer Senior Network Administrator Baptist General Convention of Texas - Dallas, TX August 2009 to Present Network Administrator / User Support / Telephone Administrator / Information Technology Trainer Baptist General Convention of Texas - Dallas, TX March 2008 to Present Information Technology Trainer Baptist General Convention of Texas - Dallas, TX April 2001 to Present Floor Supervisor Payless Cashways - Mansfield, TX July 1992 to April 2001 Education Bachelor of Arts in English Dallas Baptist University - Dallas, TX May 1995 Skills Microsoft Windows (10+ years), Microsoft Office (10+ years), Network Administration (10+ years), Training (10+ years), Customer Service (10+ years), Active Directory (10+ years),

Telephone Administration (10+ years)

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