

DESKTOP ADMINISTRATOR DESKTOP ADMINISTRATOR DESKTOP ADMINISTRATOR -
RAYMOUR & FLANIGAN Liverpool, NY Customer service orientated IT Professional with a focus in
Windows XP - Windows 10 client configuration and support, Windows Server & UNIX systems,
Active Directory, DHCP, DNS, SCCM, SCOM, WSUS, Endpoint behavior, VPN implementation,
Exchange 2013, Exchange 2016 & Office 365 Work Experience DESKTOP ADMINISTRATOR
RAYMOUR & FLANIGAN August 2018 to Present Created master images for local and virtual
machines in compliance to infrastructure standards. Assessed and Oversaw security functions
such as conducting scheduled endpoint scans for infections. Supervised production print servers
with current hostnames, print drivers & IP addresses. Moderated application rollouts and Microsoft
patches via SCCM. IT SUPPORT SPECIALIST RAYMOUR & FLANIGAN December 2017 to August
2018 First point-of-contact in supporting associates in the field with their technology and
application support needs. Experience with troubleshooting & repairing hardware for field use.
SYSTEMS SUPPORT TECHNICIAN OPTANIX, INC January 2017 to October 2017 Develop and
implement solutions for system processing efficiency improvement. Managed users, computers,
security groups, GPO and OU's in Active Directory framework. Education A.A.S. in SYSTEMS
INFRASTRUCTURE BRYANT & STRATTON COLLEGE - Liverpool, NY December 2016 HS
DIPLOMA LIVERPOOL HIGH SCHOOL June 2014 Skills Virtualization, Mcse, Comptia, Access
control, Linux

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