

Systems Administrator Systems Administrator Administrator Alliance, OH Authorized to work in the US for any employer Work Experience Systems Administrator Carter Lumber - Kent, OH June 2018 to Present Troubleshoot user login issues Software installation and updates Create and maintain WDS Server 2016 Images Maintain base Hyper-V images Update Discovery Image as needed Update Install Images Troubleshoot LAN issues for remote locations Troubleshoot WAN issues for remote locations Troubleshoot Unix Print Server issues Provide high level assistance to Help Desk Analysts Maintain/Modify Active Directory entries 2500+ Users Network Shares Groups Update/Modify Exchange entries 2500+ Exchange Users Troubleshoot email issues using Exchange routing tools Maintain/Create/Update distribution groups Monitor Spam filter Monitor Security and Compliance Troubleshoot VDI issues 500+ Users Office 365 Azure Active Directory Cisco Phone System Tier 3 Technical Support Rep 1 Time Warner Cable - Canton, OH April 2016 to June 2018 Provide support for a range of issues in a timely manner Document customer issue and support steps taken Maintain working knowledge of basic wired and wireless networking Maintain working knowledge of VOIP phone systems United States Army Reserves (330)486-6800 8770 Chamberlin Rd Medic B CO - Twinsburg, OH November 2009 to November 2017 Honorable Discharge Lifecare EMS (330-535-9000) 3755 Boettler Oaks Dr. Uniontown, OH 44685 EMT basic LifeCare Ambulance Service April 2015 to April 2016 Provide patient care following company protocol in a pre-hospital environment ? Document all treatment, reactions, incidents, and status changes ? Maintain equipment as needed Alliance Computer Exchange (330-821-0500) 67 W. Vine Street Alliance, OH 44601 Lead Bench Technician Tech Bench December 2013 to April 2015 Diagnose and repair customer PC's ? Maintain WSUS server (Windows 2008) ? Maintain primary router and switch ? Maintain backup sets ? Provide on-site diagnostics and repairs for business clients ? Maintain inventory database in Quickbooks Point of Sale ? Train and manage 2 employee's on the Tech Bench ? Handle customer escalations Incept Corporation (330-649-8000) 4150 Belden Village St Suite 205 Canton, OH 44718 Network Administrator Incept Corporation October 2005 to December 2013 Software Maintenance for 168 workstations (Windows XP/Vista/Windows 7/OSX) ? Software Maintenance for 7 Dell blade servers

(Windows 2003/2008/2012) ? Maintain Server for VMware testing environment ? Install all necessary business software ? Maintain and expand as necessary Serial Attached Storage ? Level 3 Help Desk for 262 employees ? Maintain and expand physical network ? Manage 53 Exchange 2007 users with 47 Public folders ? Manage 6 Cisco VOIP switches (3750 and 3750G) ? Manage 132 Polycom VOIP phones ? Manage Sonicwall series Firewall ? Manage DHCP/DNS servers with 4 subnets ? Monitor internet and network usage with Cisco Network Assistant and Sonicwall Viewpoint ? Update and manage Windows Deployment Server and images ? Manage Group Policy sets for Management and End User workstations with Active Directory ? Create and manage User Logins with Active Directory ? General office maintenance ? Inventory and track equipment ? Provide data sets to Account Staff using SQL 2008 ? Create and Manage full and differential backups with Symantec Backup Exec ? Maintain and expand as necessary Netgear Network Attached Storage Education Bachelor of Science in Nutrition Kent State University Skills ACCESS (10+ years), EXCEL (10+ years), MICROSOFT OFFICE (10+ years), MS OFFICE (10+ years), PUBLISHER (5 years), Tech Support, Help Desk, Desktop Support, Service Desk, Active Directory, Helpdesk Support, MAC, VPN Military Service Branch: United States Army Reserve Service Country: United States Rank: E4-SPC November 2009 to November 2017 68W - 256 CSH Twinsburg OH Commendations: Army Achievement Medal Certifications/Licenses Sanitarian in training 174227 July 2017 to July 2019 Assessments Technical Support Highly Proficient June 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/mocfx350f2xz2fe2 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills Microsoft Office with emphasis on Excel, Access, and Publisher Time management Ability to Multitask Effective Communication across multiple departments with varying levels of technical expertise

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