

ERP & Systems Administrator ERP & Systems Administrator White Lake, MI Driven, hard-working employee looking to make a career in IT. Authorized to work in the US for any employer Work Experience ERP & Systems Administrator Metro Bolt & Fastener - Redford, MI July 2012 to Present

Manage physical and virtual server environment (Server 2008-2016). Work with external IT consultants during major system upgrades and serve as technical point-of-contact for all other needs. Manage daily operations within ERP software (V2/ERP-One). Write dynamic SQL queries for database upkeep, to resolve issues stemming from conflicting input, and for informational reports. Administer e-Commerce web based sales from start to finish. Troubleshoot and resolve printer/fax issues. Diagnose and replace physical PC components upon hardware failure. Install and manage cabling for access points, switches, firewalls. Administer AD and ERP user accounts, utilizing group memberships and designing strict security guidelines for better user access control.

e-Commerce Sales Representative National Pawnbrokers Outlet - Waterford, MI June 2008 to July 2012 Administered e-Commerce web based sales from start to finish. Managed shipping and inventory control. Connected with customers face-to-face, including counter sales. Performed various in-house IT tasks such as virus removal, software troubleshooting, PC hardware diagnostics/repair, driver issue fixes.

Education MBA in Business Administration University of Phoenix - Phoenix, AZ 2009 to 2011 BS in Business Management & Marketing University of Phoenix - Phoenix, AZ 2005 to 2009 Skills Active directory (7 years), Customer service (10+ years), Dreamweaver (3 years), Hyper-v (3 years), Retail sales (10+ years), Web design (5 years), Windows server 2008 (7 years), Windows Server 2012 (4 years), Windows Server 2016 (2 years), Joomla (3 years), e-Commerce (10+ years), Inventory Management (7 years), Industry Specific ERP Software (7 years), System Administrator (7 years), System Admin (7 years)

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