

Information Technology Administrator Information Technology Administrator Rosemead, CA Work Experience Information Technology Administrator Premium Windows Inc. - Paramount, CA January 2017 to Present ? Manage and maintain a Windows Server 2016 Active Directory environment ? Support 50+ users and 100+ devices ? Implemented a cloud ticketing system using Spiceworks Help Desk ? Monitor daily backups, storage space and network activity, adjusting network equipment and settings as needed ? Design, manage and maintain group policies ? Configure and support Video Surveillance System consisting of over 80 cameras ? Migrated 30+ email users from GSuite to Office 365 and migrated file server and domain controller from 2012 to 2016 ? Replaced main host server and virtualized servers using Hyper-V ? Converted legacy machines running Windows 95/98 as VM in Windows 10 using VMware Workstation Player ? Assisting in the implementation of a proprietary ERP software designed for window manufacturing Lead Systems Administrator DLL Technologies - Glendora, CA December 2011 to January 2017 ? Completely managed 20+ networks with users ranging between 10-20 ? Manual removal of viruses, adware, and malware ? Work with a vast array of new and current technologies ? Tune up computers to run smooth using advanced tools ? Preparation, configuration and management of Microsoft Windows Server 2003/2008/2011/2012 ? Troubleshooting hardware issues, repairing laptops both Mac and PC, break-Fix soldering circuit boards ? Build custom PC's to customer specifications ? Perform research on complex issues to resolve ? Configure NAS drives for Raid, networking, files sharing, creating users and setting up permissions ? Documented Disaster Recovery, flow charts, and step-by-step instructions for clients Remote Technical Support OSTCS - Covina, CA April 2012 to February 2013 ? Got this as a graveyard shift while working at DLL Technologies ? Supported customer with their computer issues remotely using TeamViewer, LogMeIn or Go2Assist ? Communicated with customers via phone, chat and email ? Troubleshoot and support anything and everything that could be installed a computer, both software and hardware ? Removed infections from PC's, including worms, ransomware, virus, trojans, adware and malware ? Talked customers through upgrading hard drive and RAM into their computers via phone ? High-volume call center environment Education Bachelors of Science Degree in Information Technology ITT Technical

Institute - San Dimas, CA Associate of Science Degree in Information Technology ITT Technical
Institute - West Covina, CA Skills Hyper-v, Nas, Raid, Active directory, Dhcp Additional Information
TECHNICAL SKILLS Microsoft Office 2003/2007/2010/2013/2016 ? Mac OS 9x/OS X ?
iPhone/iPad ? Android Office 365/Google Apps ? Active Directory ? GPO ? WSUS ? NTFS ? RDS
? Backups (Local & Online) DHCP ? DNS ? PoE ? WAN ? LAN ? TCP/IP ? FTP ? POP3/IMAP ?
SMTP ? NAS ? RAID ? VOIP ? VPN Windows Server 2003/2008/2011/2012/2016 ? Microsoft
Exchange 2003/2007/2010/2013 ? Windows XP/Vista/7/8/10 Meraki ? SonicWALL ? VMWare and
Hyper-V ? QuickBooks Enterprise 19 ? POS Equipment ? PowerShell ? 70 WPM

Name: Stephen Gross

Email: wilsonandrew@example.net

Phone: 927.943.4634