

Systems Administrator Systems Administrator Systems Administrator St. Louis, MO Experienced Team Lead/Senior Systems Administrator providing full support for servers, laptops, desktops and peripherals. Advanced knowledge of networks that combine both Windows and Macintosh hardware. Knowledgeable in all Windows Server versions utilizing Active Directory, DHCP, DNS, IIS and Group Policy. Deliver training to all new desktop analysts and support continued development. Proven ability to research and deploy new software solutions utilizing SCCM and Automator for MAC. Authorized to work in the US for any employer Work Experience Systems Administrator Brightsource IT April 2018 to June 2019 Serve as an escalation point for Level 1 and Level 2 Service Desk Specialists Automate deployment of new software and software updates Implement policies using Group Policy Objects and other management tools Document servers and technology infrastructure including creation and upkeep of network diagrams Install and configure servers and network equipment including switches, firewalls and physical server hardware Document technical procedures for clients and fellow technical staff members Participate in after-hours upgrades, troubleshooting, and/or on-call availability as needed Execute small projects including server deployments, software upgrades and network improvements Assist with monthly reports and recommendations for Managed Services Clients Interface with third party vendors as liaison between client and vendor Network Administrator Normandy Schools Collaborative on behalf of Fantastechs October 2017 to April 2018 Serve as an escalation point for Level 1 and Level 2 On-Site Specialists Supervise 3 techs and dispatch across the district to assist in issues that could not be solved remotely Configured and deployed an SCCM server for deployment of software and updates to the entire district Deploy 1,000 plus Google Chromebooks Research and deploy Smart Whiteboards and Virtual Reality classroom tools Install and troubleshooting various Projectors throughout the district Assist with the installation of a new PA system in the High School gym which included a separate network, VLANs and router configuration Worked directly with the Superintendent and IT Director to assist in suggestions and deployment of new IT infrastructure across the district Tier Three Support Specialist Enterprise Holdings July 2015 to October 2017 Perform as a subject-matter expert for the Wired Vertical, guiding the team in knowledge and

troubleshooting techniques and establishing best practices      Resolves and documents technical support issues through configuration changes for supported products, hardware troubleshooting, etc.      Create knowledge base documents to show lessons learned and assist colleagues in troubleshooting further issues      Assist team members in troubleshooting and resolution of issues through a monitored chat program      Create, monitor, modify and close troubleshoot tickets for all customer calls      Track status of all calls from inception to resolution Senior Support Analyst / Trainer / Team Lead Throttlenet Inc April 2012 to July 2015      Provide Tier 2 and Tier 3 support for all escalated issues      Travel on-site to client's locations to address all needs that could not be resolved remotely      Sole support for all Macintosh related issues      Maintain an RMM called NCentral for all Managed Services Clients' servers to provide needed maintenance and minimize unnecessary downtime. Provide remote maintenance and administration to all client servers      Document all calls, tickets, remote sessions and resolutions in ConnectWise and record solutions in a knowledgebase to be solved in a timely fashion.      Troubleshoot and provide support for all versions of Outlook, Exchange Server, Active Directory and all customer specific software, for 100+ clients. Provide troubleshooting and maintenance for Macintosh and all Windows based Operating Systems      Travel on-site to client's locations to address all needs that could not be resolved remotely      Remotely support all peripherals and experience in troubleshooting and maintaining ShoreTel VOIP phone systems      Manage and configure Backup Executive System Recovery      Manually configure SonicWALL Routers, both Hardware and Software, including VPN, firewall, port forwarding and monitor internal system logs      Complete monthly maintenance tasks to prevent network issues and unneeded downtime      Quote workstations to meet clients' requirements by using Dell Premier and Quosal. Provide remote setup after purchase and delivery      Complete monthly maintenance tasks to prevent network issues and unneeded downtime      Provide training to all new Support Analysts by discussing detailed SOP's and internal software, monitoring customer interactions and supervising and critiquing problem solving techniques Customer Support Technician Barnes-Jewish Hospital February 2011 to April 2012      Maintain, analyze, troubleshoot and repair computer systems, hardware, computer peripherals, and tablets.      Document, maintain, upgrade or replace hardware

and software systems    Support and maintain user account information including rights, security and systems groups    Identify, analyze, and repair product failures, order and replace parts as needed    Research needed requirements for new system orders and implement new equipment when received.    Record all calls or tickets and provided documented and timely solutions in Remedy    Provide full PC and Print setup and administration through Active Directory    Troubleshoot email issues and provide email support using GroupWise    Manage and update full knowledge base for all technical issues past and present    Education Associates of Technology in Technology Ranken Technical College 2009 to 2010 Skills ACTIVE DIRECTORY, DHCP, DNS, EXCHANGE, IIS, Linux, Vmware, System Administrator, System Admin, Red Hat, SCCM Additional Information EXPERTISE HIGHLIGHTS    Advanced IT Skills    All Windows Operating Systems    All Microsoft Office Programs    Microsoft Windows Server 2003, 2008, 2012, 2016 and 2019    Active Directory, DNS, SMTP, DHCP, IIS    Microsoft Exchange 2003, 2007, 2010 and 2013. Includes Office 365    Various backup solutions including Veeam, Datto, Mozy, Dropbox, Google Drive    Storage solutions including iSCSI, SAN/NAS    Virtualization Software. WMWare, Microsoft Hyper-V    Microsoft Azure    Escalation point for Service Desk / Help Desk    Microsoft SCCM and Automator for MAC

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