Systems Administrator Systems Administrator CompTIA Certified SysAdmin Seeking New Opportunities Austin, TX 12 years of combined experience within IT Customer Service, Technical Support and Systems Administration.   Skills Include: Customer Service & Support   Policies/Procedure Documentation   Cross-Functional Communication   End User Training   Critical/Strategic Thinking   Hardware/Software Installation & Support   Configuration, testing, troubleshooting, patching, securing and repair of client and enterprise systems.   Knowledge working with, and supporting: MS Server 2003/2008/2012   MS Exchange 2010/2013/365   MS Sharepoint 2003/2010   MS System Center   Microsoft Deployment Toolkit   Windows Server Update Services   Active Directory   PowerShell v3-5   VCenter/VSphere v6   Symantec Endpoint Protection   Symantec Backup Exec   McAfee ePolicy Orchestrator   PDQ Deploy/Inventory   Avaya IP Office Administration   Cisco Meraki MDM   MS Windows 7/8.1/10   MS Office 07/10/11/13/16 and 365   MacOS 10+   Numerous Ticketing Systems (ServiceNow, Microsoft System Center, Remedy, Delta (Dell specific), iLog (Apple Specific)) Authorized to work in the US for any employer Work Experience Systems Administrator Calendar Holdings LLC - Austin, TX October 2018 to Present Part of a two-person team providing all tier support for 1000+ employees over numerous locations and demographics.   Managing physical and virtual server backups via Symantec Backup Exec.   Managing virtual infrastructure via VMWARE vSphere 6.   Managing client/enterprise system security via McAfee ePolicy Orchestrator.   Installation, configuration and management of print and file servers.   Managing Active Directory Users, Workstations, Groups and Group Policy via ADUC and PowerShell   Assists in installation and configuration of network switches and AP s.   Office and call center phone system management via Avaya IP Office Administrator.   Manage and monitor all suspicious incoming/outgoing email activity via Dell SonicWall.   Implemented MDT as a network imaging solution, as none were present when I started.   Implemented PDQ Deploy/Inventory for seamless application installation and updates on all client systems.   Implemented rudimentary Knowledge Base utilizing MS OneNote and MS SharePoint wiki function.   Supporting numerous in-house applications with no knowledge articles or formal training. IT Support Senior Technician Whole Foods Market, Inc - Austin, TX 2014 to September 2018 Role includes all the previous

responsibilities listed as a Support Technician along with the following: Mentored new Team Members & Contingent Workers   First point of contact for technical & procedural questions from our GHD Team Members & Contingent Workers   Identified gaps & room for improvement for our team & work to implement new processes   Primary implementer of GHD centric Change Requests (electronic change controls)   Supported all Spaceman Application Builder needs for the Global Space Planning team   Managed email escalations submitted to the GHD Escalations shared mailbox   Conducted OrchardNow User Acceptance Testing & Training for the GHD   Provided queue coverage & management in times where Leadership was out of office   Managed ticket assignments for our Active Directory & eSupport Contingent Workers   Assisted with any project or escalation work requested by Leadership   IT Support Technician Level 1   Provided Tier 1 support for all Whole Foods Market US (13) regions, along with Canada & U.K.   Handled inbound & outbound contacts for many proprietary systems, Enterprise Software, POS hardware, Active Directory, Microsoft software suites, Exchange etc.   Provided on-site technical support for 400+ users.   Utilized Microsoft Service Manager & Orchard to create, update, resolve, provide status updates & escalate tickets for team member issues & requests   Managed existing & created new, Active Directory accounts, security & distribution alias groups, Exchange mailboxes (user, managed, room etc.) & bound systems to the domain   Supported hardware troubleshooting & repairs   Assisted in Software support including Oracle, Microsoft applications & Virtual Machines   Conducted computer imaging & software installations using MDT & Ghost   Handled requests for user configurations (VPN, Printer Setup, Server Access, Network Share access, etc.)   Ensured computer security & compliance was met by deploying & managing Symantec Endpoint Protection client & communication packages Client Early Life Support Dell Inc - Round Rock, TX 2012 to 2014 Client Early Life Support   Handled inbound & outbound contacts to diagnose & resolve technical software & hardware issues on fixed, mobile & rack mounted Precision workstations & consumer systems including OptiPlex, XPS, Inspiron & Latitude family system models   Supported all new consumer system models released by Dell for their first 90 days   Actively recognized, recorded & distributed information on possible issues potentially impacting large customer base(s)

Participated in the Spikebusting initiative, testing pre-release systems to identify, understand & resolve potential customer impacting concerns & inconsistencies   Engaged many International customers, ensuring to abide by all import/export compliance laws, in relation to dispatching & proper SLA expectations   Emphasis in customer de-escalation & resolution of technical issues.

FLOW/Backroom Associate Target - Austin, TX 2011 to 2012 Assisted customers with questions, inventory locations, purchases & organized/replenished stock Clerk/Mechanic Vtecnicians - Austin, TX 2010 to 2011   Provided fast & friendly diagnosis of mechanical vehicle failure   Ensured all repair orders were documented & completed correctly in a timely manner Hardware, iApps, iPhone, iPod & Airport Support Advisor Apple Inc - Austin, TX 2008 to 2010 Hardware, iApps, iPhone, iPod & Airport Support   Provided first tier technical support/service for Apple iPod, iPhone, the complete iWork Suite & Airport Express along with Airport Extreme   Communicated effectively to minimize customer complaints & promote first call resolution Hardware/Live/Billing Tier 1 & Tier 2 Agent Harte-Hanks - Austin, TX 2007 to 2008 Hardware/Live/Billing Tier 1 & Tier 2   Promotion to Tier 2 Billing required the same responsibilities along with an elevated level of escalated customer issues requiring more in depth resolution steps to resolve all billing issues.   As a Tier 1 Billing associated, provided first tier contact support for all hardware, software & billing issues related to the use of Microsoft Xbox Live Service & Microsoft Xbox Console Education High School Diploma Akins High School 2007 Skills TECHNICAL SUPPORT (6 years), ACTIVE DIRECTORY (4 years), REMEDY, ILOG, SOX, Help Desk, MAC, Service Desk, Tech Support, Desktop Support, System Admin, System Administrator, Vmware Certifications/Licenses HDI Desktop Support Technician December 2015 to Present CompTIA IT Fundamentals April 2018 to Present CompTIA A+ March 2019 to March 2022 CompTIA Network+ July 2019 to July 2022 Assessments Project Management Skills: Budgeting   Highly Proficient April 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/ys9ffbqooufqq2jm Project Management Skills: Time Management   Expert April 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results:

https://share.indeedassessments.com/share_assignment/d8yy0hm-puataahv Supervisory Skills: Directing Others Expert April 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/t0dwgaac69jsuo02 Supervisory Skills: Interpersonal Skills Proficient April 2019 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: https://share.indeedassessments.com/share_assignment/ujru-ussopb93gim Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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