A N D R E W   E   D R O L L I N G E R
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OBJECTIVE

Searching for a long-term, dependable career where my skill set can be used to its greatest potential. I bring to the table excellent communication skills and a great work ethic. My education and administrative work experience would serve as substantial tools to enhance both my future and my organization's success.

EDUCATION

ITT Technical Institute *Graduation Date November 24, 2006*
Associates of Computer Science- Computer Network Systems
Spokane, WA

CERTIFICATIONS

- Microsoft Systems Center Configuration Manager Administrator Certification 2007- April 2010
- Microsoft Systems Center Configuration Manager Administrator Certification 2012- June 2013
- MCITP-SharePoint Design and Administration 2010- February 2012
- Avaya Basic and Advanced Phone Systems Administration Certifications- July 2009
- Washington State Security Clearance ID# WA25740316- April 2009
- CompTia Security+ Certification- *In progress*
- PMI PMP Ceritication *Will complete once Ädvance Ÿ˜ecurity+ is completed*
- CompTia Cloud Essentials Certification- *Will complete once Network+ is completed*

SKILLS PROFILE

Software Skills:

- Windows 7 Enterprise, XP Professional, Apple Operating Systems
- Microsoft Office Suite 03'-13', Project 03'-13', Visio 03'-13', Publisher 07'13'
- Microsoft SharePoint 07'-13', SharePoint Services 3.0, Microsoft InfoPath 07'-13'
- Microsoft Systems Center Configuration Manager 2007/2012, Windows PowerShell
- Microsoft Data Protection Management, Symantec Altiris Data Recovery Solutions, Symantec Software Deployment Console
- Microsoft Windows Server 2003/2008R2, Microsoft SQL Server 2005/2008
- TCP/IP standards, LAN/WAN standards, AppleTalk Network, Watchguard Firewalls
- SysAid help desk ticketing/network monitoring, Spiceworks network monitoring tools
- Adobe Creative Suite Master Collection 5.5 (Acrobat, Lightroom 4, Photoshop, InDesign, etc.)
- Java, Flash, HTML 5, CSS3, Ruby on Rails, Drupal 7.x-8.x, WordPress, Facebook For Developers
- Google Analytics, Piwik Web Analytics and SEO tools, SAP 7.10/7.20/7.30, Easy DMS 7.1

Hardware Skills:

- Knowledgeable of wireless and hard wired computer network systems
- Knowledgeable of computer, server, and network hardware components
- Avaya digital and IP phone systems

Administrative Skills:

- Very organized with excellent multi-tasking and work prioritization skills with little or no supervision

- Possess a high level of accuracy with strict attention to detail

- Ability to think objectively and can deal with conflicts with diplomatic professionalism

- Exceptional oral and written communication skills

- Exceptionally flexible and motivated personality allows new skills to be learned with ease

- Can relate to others with the greatest of ease, allowing for the ability to work effectively in a team setting

- Perform administrative tasks and maintain employee and customer relations

- Maintain and organize inventory to ensure accountability

EMPLOYMENT HISTORY

Sulzer Pumps Inc IT Specialist   9/17/2010
Portland, OR   — Current

- Microsoft Systems Center Configuration Manager 2012 administration. Windows 7 Deployment utilizing SCCM and MDT

- SharePoint Services 3.0 administration

- Windows Server 2003/2008R2 active directory maintenance

- End user support of 1400+ users and 25 remote sites throughout North America

- Computer Hardware, Software, Network, and VPN support

- Technical writing for documentation

- Create PO's, buyer for companywide hardware and software

- Responsible for receiving and deployment of companywide computers, network hardware and software

- Maintain all computer hardware and software inventory spreadsheets for accurate documentation

- All other duties assigned

City of Pasco Network/PC Specialist   4/20/2009
Pasco, WA   — 9/1/2010

- End user support of 500+ users and 25 servers at 10 remote city sites. Support Police Dept., Fire Depts., Public Works, Engineering, Finance, Municipal Court, etc.

- Windows Server 2003/2008R2 active directory administration. Patch management

- Implemented, deployed, and administered Microsoft Systems Center Configuration Manager 2007. Windows 7 deployment utilizing SCCM and MDT

- Configured and administered Sophos Enterprise anti-virus solutions

- Setup and deployed application servers running Windows Server 2008R2 with IIS

- Implemented SQL 2008 for data configuration and storage, enterprise software operations, and reporting services

- Converted the city's analog/digital phone system to an Avaya IP phone system from the ground up

- Computer Hardware, Software, Network, Server, Analog/Digital and IP phone system support

- Assigned and administered network location/folder user permissions for all city departments and employees

- Maintained computer hardware/software licensing and static IP address documentation for accurate records and state audits

- Assembled hardware and software license reports for yearly budgeting

- Administered the help desk system configuration and daily operations

- All other duties assigned

Oregon Coast Aquarium Desktop Administrator
Newport, OR

8/1/2008 —
4/10/2009

- SharePoint 2007 implementation and design, deployment, and administration

- End user support of 120+ users and 14 servers

- Windows Server 2003 active directory administration. Patch management

- Computer Hardware, Software, Network, Server, Phone System, Audio and Visual equipment support

- Performed server maintenance, updates and deployment

- Configured weekly incremental and full data backups utilizing Microsoft Data Protection Management

- Performed website maintenance and updates

- Maintained and improved social media presence

- All other duties assigned

Westside Motorsports Inventory Manager /Shipping and Receiving /End User Support
Spokane, WA

10/1/2005
—
12/29/2006

- Maintained an extensive inventory of high value and of volume

- Created PO's, buyer for company merchandise and accessories, tested new product for potential distribution

- Built and maintained positive rapport with all major vendors and manufacturers

- Ship customer orders, return factory parts to vendors, and receive parts and accessories for stock

- Performed network, computer hardware and software support, website filtering and monitoring to maintain business productivity

- All other duties assigned