

Phillip Cash

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OBJECTIVE

My objective is to obtain a position as a Systems Administrator

EDUCATION

Columbus State University, Columbus GA (Target graduation December 2021)

- Bachelor of Science, Information Technology

SKILLS & ABILITIES

- Experience in VMware, Microsoft Azure
- Experience in Active Directory and Group Policy Administration
- Experience in Windows Server 2008, 2012, 2016
- Knowledge of Cisco Meraki, Cisco ASA, Sonic Wall, and Watch Guard
- Knowledge of computers and programming; problem solving and algorithm development; simple data types; arithmetic and logic operators; selection structures; repetition structures; text files; arrays (one-and-two-dimensional); procedural abstraction and software design; modular programming
- Knowledge of main hardware and software components of a modern computer system
- Knowledge of different security measures towards investing threats, and counter measure implementation to defend against future threats.

EXPERIENCE

Jack Hughston Memorial Hospital, Phenix City, AL

January 2020- Present

IT Systems Technician

- Maintain data records and filing systems with multiple backup technologies and procedures.
- Maintain technical knowledge and skills that involve system architecture, design, and troubleshooting
- Performs VOIP telephone system modifications as needed throughout Hospital
- Assist other IT staff with repairing and maintaining printers, scanners, computers, and other hardware devices.
- Participate in the departmental on call rotation
- Customer support representative for IT department with aiding with technical issues
- Assists and takes initiative in handling issues that occur throughout Hospital and remote users.

Corsica Technologies, Augusta, GA

August 2021 - Present

Service Desk/ Systems Administrator

- Classify and triage escalated incidents, problems, and complex requests.
- Troubleshoot and resolve escalated incidents to return service to clients as quickly as possible.
- Troubleshoot and resolve problems reported by two or more users as quickly as possible.
- Manage the impact, risk, and implementation of complex client change requests.
- Follow standard operating procedures as documented in the Knowledge Management System.
- Assist in creating and updating knowledge articles to be used by other service desk personnel.
- Work with the team and escalate as needed with the assistance of management.
- Maintain and update system documentation and service ticket records.
- Stay up to date on the latest technologies through ongoing education.