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Home Address

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OBJECTIVE: Obtain an engaging career relevant to my major field of study; preferably in an entry level Systems Administration position.

EDUCATION:

Kaplan University

- M.S in Information Technology with a specialization in Information Security and Assurance

Online
Expected Fall '15

Rochester Institute of Technology

- B.S. in Information Technology with a minor in Criminal Justice

Rochester, NY
Feb 2013

EXPERIENCE:

Modis Contract at Xerox

Desktop Support Specialist

- Tier 1-3 Technical Support
- Administrating:
 - Microsoft Client and Server Environment and VMware virtual environment
- Basic PowerShell Scripting
- Projects as assigned

Rochester, NY
09/23/13 – Current

Synergy Global Solutions

Field Service Engineer

- Responsible for closing day-to-day service tickets
- Projects involving upgrading of high-end engineering systems
- Worked on projects and tickets for executive level clients
- Developed scripts to make day-to-day tasks easier and more efficient
- Break/Fix tickets involving:
 - Imaging and package deployment with Symantec Altiris
 - Quest Active Roles, Active Directory
 - A/V Conference Room Support
 - Engineering Software installations.

Rochester, NY
04/15/13 – 6/21/13

RIT Information Technology Services

Supervisory Assistant

- Managed and trained 20+ lab assistants in the proper maintenance and protocol for a school computer lab.
- Monitored stock inventory and replenished supplies when necessary.
- Weekly meetings with direct supervisor to give status updates.

Rochester, NY
05/05/12 – 11/01/12

RIT College of Science
Assistant PC Systems Administrator (Paid Internship)

Rochester, NY
08/22/11 – 03/01/12

- Developed a monitoring solution for our infrastructure.
 - The first solution I came up with was using the Nagios monitoring application. This application allows for the monitoring of system resources throughout your infrastructure. I implemented this solution with an added script to make writing configuration files easier. This was a good solution. Later on Zabbix was substituted as an alternative. This was an excellent way to learn how to use a Linux operating system
- Wrote a Powershell script to download and save different resolutions of wallpapers and name them accordingly.
 - This was my first Powershell script that made the process of obtaining the appropriate wallpaper files for our lab machines. This was done frequently and was a tedious task that needed to be automated. This new script was later implemented using group policies.
- Ensured servers and labs were up to date and functional with these software packages:
 - Microsoft SCCM, Altiris, DeployStudio and Apple Remote Desktop
- Worked with both Windows and Mac Environments
 - Both personal and server clients
- Was back up for ITS lab services
- Ensured Students have enough paper for use with their classes managed through the Papercut resource monitoring software. This was integrated into the Active Directory environment.
- Used VMware VSphere to access a testing VM on an ESX host to validate that fresh patches and updates would not interfere with the current working environment.

NTID Technology Services

Rochester, NY

PC Technician Co-Op (Paid Internship)

03/11 – 05/11

- Support faculty and staff with their technology issues.
 - Worked with both Windows and Mac environments
- Imaged and built computers for deployment using Norton Ghost
- Worked on projects as assigned.
- Found and implemented a solution for netbooks that is both secure and won't affect performance.
 - The solution that I ended up using was Faronic's Deep Freeze. At a kernel level of the hard drive this application will "freeze" the state of your computer leaving any changes made while the computer is "frozen" volatile to a restart. However, the user needed to save crucial files so, a solution within the system was to have a specific partition be available through restarts.

HONORS AND ACTIVITIES:

- RIT48 Web Startup Competition 2013 – 3rd Place Team
- Sigma Alpha Mu Fraternity
 - Executive Counsel – President, Spring 2011 – Winter '11 – '12
 - Executive Counsel – Secretary, Spring 2010 – Winter '10 – '11
- Boy Scouts of America Eagle Scout, Spring 2006

SKILLS:

- **Programming Languages:** Java, HTML, CSS, Perl, JavaScript, PHP, jQuery, Batch
- **Operating Systems:** Microsoft XP-8.1, Microsoft Server 2008-2012R2, Macintosh OS X 10.4 – 10.9, Linux (Debian, Fedora, Ubuntu)
- **Software:** Microsoft Office, Adobe Photoshop and Flash, VMWare, Altiris, SCCM, DeployStudio, Norton Ghost, McAfee Anti-Virus, Apple Remote Desktop.
- **Courses:** Computer System Fundamentals, Network Fundamentals, Intro to Routing and Switching, Web Design and Development, OS Scripting, Programming for Information Technology I – III, Network Design and Performance.
- **Certifications:** CompTIA A+, VCA-DCV, VCA-Cloud
- **Other:** Excellent oral and written communication skills, PC Proficiency, Customer Service, Leadership and willingness to learn new things.