

- Summary** Desktop, Server and Storage Administrator motivated for Continued Service
- Skills** 6 Months Experience in an timed Enterprise Service (Help) Desk Remote Assistance Call Center
Familiarity of IT Service Management from study for ITIL 2011
BMC Remedy Ticketing (Incidents, Work Orders, Change Orders)
3 months of Independent Desktop, Laptop, and Printer field repairs and installations
2 Years experience performing Desktop/Laptop Refresh (IMAC)
Documentation Editing of Server Deployment Procedures
Communicated with AD teams, Exchange Teams, DBA Teams, Network Teams, Storage Teams, Application Teams, Project Managers, End Users, Tech Leads
Attended Weekly Conference Calls where Teams and Upper Management provide updates on current and future goals
Checked In/Out Remote Service Techs and received phone calls concerning their progress.
Monitored Systems, and communicated findings to those making change decisions
Worked overnight hours and weekends
Basic Remote wipe and password resets of mobile devices.
Familiar with basic Audio Video terminology
- Education** Certified in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Administration Fundamentals, VMWare Vsphere: Skills For Operators
Associate In Arts **Computer Science**
Studying Active Directory, ITIL 2011, Exchange 2010, Azure, CASP, VMWare, ICND1

Work History

February 2015 to Present: Epsilon, Inc. IT Specialist – Mid/Senior

- Server deployments and Decommissioning
 - Worked with Networking team to arrange IP addressing, VLAN and Port Density
 - Worked with Plans and Project Managers to coordinate scheduling
 - Worked cross-departmentally through Change Orders, using Remedy tickets
 - departments: Storage and VDI, Applications, DBA, Facilities, Directory
- Backups
 - Netapp Snapmanager for Exchange and MSSQL Monitoring
 - Some troubleshooting was done when backups failed
- Triage
 - Created and received Remedy work order tickets
 - Monitored/Helped resolve issues reported from a proprietary automated Systems and Networking device reporting tool
 - performed patching manually, with wsus, and sccm on servers
- Server Farm Health Checks
 - Kept Excel Spreadsheet of all physical Server Inventory, tracking rack location, owner, ip information, warranty information, kept uploaded to a collaboration site
 - Upgraded and replaced faulty hardware and cabling including RAID Controller batteries, failed SAN disks, fiber cables, RAID 1 SAS drives
 - Monitored alerts and out of date tools in the Vmware vcenter environment
 - Troubleshoot connectivity issues at HBAs and NICs
- Also
 - Satisfied Facilities requests to power down the server farm for maintenance after hours
 - Assisted in large equipment move that required after hours power down.
- Required: Communication with several product groups with my section, as well as other sections, through email, ticketing, chat, in person, on the phone, on conference; use of company Collaborative Knowledge sharing intranet repository and share drives. Continued yearly training

August 2014 to February 2015: Epsilon, Inc. IT Specialist - Mid

- Remote Desktop Assistance to End Users experiencing issues with Software Functionality/Updates, Website Access, Network Connectivity and Escalating Systems and

Network Level tickets to proper departments

- Microsoft Active Directory Users and Computers console, Microsoft Remote Assistance and Remote Desktop Connection, Java updates, BMC Remedy, internal applications
- Used Online knowledge base as well as help from Tech Leads

September 2013 to August 2014: Apex Systems, Inc. Refresh Tech

- Country-wide large-scale XP-7 seat refresh and data migration and next-day follow-up
- Follow-up could lead to general software configurations/fixes such as rebuilding Outlook user profiles and helping customers find PST files, rebuilding Windows user profiles, forcing software updates, getting customer connected on the help desk phone, covering variances from the day before, Troubleshooting network connections
- Worked on a large team of which on each new site a few were selected for the roll
- Communicated with the site contacts and deployment leads
- Trained several new employees
- Worked on other projects, including pulling an os upgrade using an external hard drive configured for sccm, and recall replacements
- Responsible for my own expense reporting and checking into sites on time

October 2012 to September 2013: The Experts, Inc. Refresh Tech (same position as above, different contract)

Shorter Contracts, prior to October 2012

July 2012 to October 2012: Abbttech Professional Resources. Small Desktop Refresh project

- Worked in an IT department in a hospital to complete refresh of computers and monitors

March 2011 to July 2012 (between job activities): Barrister Global Services Network Field Computer/Printer Break/Fix – Independent

- Worked independently from my home using my own vehicle, resourcefulness/resources, as well as Online HP knowledge base as an HP Partner to perform Mission-Critical repairs on HP Commercial Desktops, Workstations, and Notebooks, as well as some residential customer computers and some other brands, and later moving on to printer repairs
- Ticketing was done on-line, using Nexterna Clearview. Phone and email communication utilized.
- Typical day would be to pick package up at a shipping depot, arrive on site, meet with on-site Manager, get shown the work area, explain the work I would be doing, complete the work, call Barrister with any issues or of completion, then go home and upload documentation to close out the ticket
- This was not part time or full time work, just worked when tickets were available to complete
- Repair Examples: laptop keyboards, laptop and desktop hard drives, touchpads, power modules, display screens; Point Of Sale pin-pads and monitors; power supplies, graphics cards, motherboards with tattoo; printer fusers, transfer kits, formatters, dc controllers, rollers and other small components
- Brands Repaired: HP, Lexmark, Hypercom, Dell, IBM, Samsung, Averatec, Estee, Brother

November 2011 to March 2012: Newagesys, Inc. Desktop and Server Admin Assistance

- Worked in a back-office IT department at a Pharmaceutical company, performing Desktop Refresh as well as some rebuilding of servers
- Documentation of workflow and server inventory using Visio and OneNote, and Excel
- Physical desktop builds were CentOS Linux. VMs were Windows XP, deployed with VMware.

For prior employment please request