

<b>Summary</b>	Experienced Desktop and Systems Administrator Motivated for Advancement with your organization.
<b>Skills</b>	Server/Cluster Builds and Decommissioning Backups Monitoring and Troubleshooting Patching and Patching Verification (WSUS, SCCM) Physical, Remote, and Virtual Administration and Healthchecks Organized with Inventory and SOP Documentation Trained in Organizational Process (Incident Management, Change Management, Service Request Management, Remedy) Experienced in Training new employees Strong communication skills with various levels of management and technical backgrounds Familiar with HP, Dell, Netapp, Symantec, Supermicro, Microsoft, Linux, VMWare Certified in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Administration Fundamentals, VMWare Vsphere: Skills For Operators Associate In Arts <b>Computer Science</b> Current Studies for Certification: CASP, CCNA Networking and Switching, Netapp NCDA
<b>Education</b>	

### **Work History**

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

- Systems Administration of the Private Cloud for Local and Remote sites using all the above listed skills under supervision of Triage Lead, and working closely also with other teams which were involved with Active Directory and Exchange, and also the Networking team to coordinate available domain space through the switches.
- Communication was through Outlook email, as well as a Java-based internal chat application, telephone, and Remedy ticketing
- Required good organizing of email and desktop folders as well as finding knowledge, documents, and files on share drives and on Sharepoint repository

#### **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 for the hospital staff

**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 and resources, as well as Online HP knowledge base as an HP Partner to perform 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
- These were considered Mission Critical service calls
- Ticketing was done on-line, using Nexterna Clearview. Phone and email communication used as well.
- 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*