Joseph Kiebler

Systems Administrator and Hobbyist Web Developer

About Me

Hello! I'm Joseph Kiebler. I am native Kentuckian who's extremely passionate about IT and web design. My primary strengths lie in the maintenance and management of enterprise IT environments, but I dabble in UX/UI and web design as a hobby. I am a quick learner and a team worker that gets the job done.

Bio

📅	**Age**	28
✉️	**Email**	joseph.kiebler@outlook.com
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📍	**Address**	4013 Woodlands Dr SE, Smyrna, GA, U.S.A

Professional Skills

Active Directory
4 YEARS

Windows Server
1 YEAR

Networking
2 YEARS

Hardware Troubleshooting
4 YEARS

Customer Service
10 YEARS

Problem Resolution
10 YEARS

Teamwork
6 YEARS

Adaptability
8 YEARS

Work Experience

Systems Administrator II at Eagle's Landing Health

January, 2022 - Present

Provide break/fix support for all end-user IT systems including workstations, mobile devices, application servers, and networking devices. Manage creation/license distribution for all user accounts in Active Directory, Office 365, and environment specific applications. Document all issues and resolutions in ticketing software. Assist in the maintenance, configuration, and deployment of infrastructure devices. Track and complete projects as assigned.

Desktop Administrator at Computer Services, Inc.

September, 2020 - December, 2021

Provided break/fix support for all primary end-user computers and mobile devices. Assisted with password resets/account lockouts and email distribution list management via Active Directory. Built new end-user devices to company standards. Maintained software repository and build script for department to utilize when configuring new devices.

Systems Administrator I at Kalleo Technologies

January, 2018 - September, 2019

Provided triage support for small/medium sized MSP. Provided Tier I/II break/fix support for specific clients. Tracked issues in provided ticketing software and assigned them to appropriate queues if unable to provide a one call resolution. Completed monthly Windows server patching as assigned.

Education

Bachelor's of Science in IT, conc. Project Management from Southern New Hampshire University

2020 - Present

High School Diploma from Lone Oak High School

2007 - 2011

References

Bryce
Systems Administrator II / Eagles Landing Health

" Dylan is a tremendous asset to any team. He tackles issues with a "customer first" mentality and is quick to jump in and help out wherever needed.

Brett
Systems Administrator III / Eagles Landing Health

" Dylan is a knowledgeable technician and a quick learner. If he doesn't know an answer straight away, he almost certainly knows where to find it.