**OBJECTIVE**

I am seeking a Network and Systems Administrator position where I can apply my technical skills and customer service experience to contribute to the success and growth of a reputable organization.

**EMPLOYMENT HISTORY**

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|  |  | Frank N. Magid Associates, Inc.  ***Systems Support Specialist***  IT helpdesk support for 140 users nationwide  Systems administration and maintenance | Marion, IA  March 2012 - Present |
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|  |  | Document Destruction and Recycling Services  ***Regional Sales Manager***  Territory included portions of Central and Eastern Iowa | Cedar Rapids, IA  December 2007 - March 2012 |
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|  |  | Kirkwood Community College  ***Tutor***  Tutored up to three students per semester in computer  networking courses | Cedar Rapids, IA  January 2012 - May 2013 |
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|  |  | Document Destruction and Recycling Services  ***Route Driver***  Territory included portions of Central and Eastern Iowa | Cedar Rapids, IA  February 2007 - November 2007 |
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|  |  | Snittjer Grain Company, Inc. | Wellsburg, IA |
|  |  | ***Commercial Applicator/Maintenance Technician***  Fertilizer and chemical application  General maintenance of equipment and vehicles | December 2001 - February 2007 |
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|  |  | The Woodlands Racetrack  ***Racing Official***  Record keeping, track maintenance, supervising personnel | Kansas City, KS  January 2001 - December 2001 |

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**EXPERIENCE**

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|  | Computer Skills |
|  | • Deployed new hardware and coordinated repairs as necessary.  • Installed, configured, and maintained servers, routers, switches, wireless devices, and firewalls.  • Created and configured virtual machines in Windows Hyper-V, VMware, and VirtualBox.  • Resolved operating system issues (Mac OS X, Windows, Linux, Android, iOS).  • Performed software troubleshooting (Microsoft Office, Google Apps, video editing, etc.).  • Resolved networking connectivity issues.  • Performed Spyware / Malware / Virus removal.  • Installed and maintained general purpose and specialized software applications.  • Performed and managed weekly tape backup of critical company resources. |
|  | Customer Service |
|  | • Proven effective communication skills in face-to-face, over-the-phone, and online customer interactions.  • Provided as-needed, around the clock support for end users.  • Developed and maintained solid relationships with end users by assisting with development of customized business solutions, service coordination, project management, and problem resolution.  • Coordinated with hardware and software service companies to provide timely fixes and repairs for local and remote end users. |
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|  | Administration |
|  | • Managed internal cost center for rental of IT equipment for company projects.  • Supervised installation and turn-up of optical fiber installation to company premises.  • Updated and maintained internal knowledge database for the IT department.  • Tracked incidents using an online ticket creation and tracking application  • Maintained physical inventory, software license, and network configuration spreadsheets  • Created technical writing pieces including company policies and procedures and problem and solution documentation for co-workers using workstation screenshots. |

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**EDUCATION**

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|  | Kirkwood Community College  *Computer Support Specialist A.A.S. | GPA: 3.98/4.00* | Cedar Rapids, IA  May 2015 |
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|  | Kirkwood Community College  *LAN Management A.A.S. | GPA: 3.98/4.00* | Cedar Rapids, IA  December 2015 |
| . | | |
|  | Kirkwood Community College  *LAN Management Certificate* | *GPA: 4.00/4.00* | Cedar Rapids, IA  May 2013 |
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|  | Kirkwood Community College  *PC Repair Technician | GPA: 3.98/4.00* | Cedar Rapids, IA  December 2011 |
| . | | |
|  | Wellsburg-Steamboat Rock High School  *Diploma* | Wellsburg, IA  May 1997 |

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**HONORS & AWARDS**

• Recipient of the Bradley & Riley PC Information Technology Scholarship - Fall 2010

• Recipient of the Robert and Elizabeth Allsop Endowed Scholarship – 2012 & 2014  
• Kirkwood Community College Dean's List: 2000, 2009, 2010, 2011, 2012, 2013, and 2014

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**ACTIVITIES AND INTERESTS**

• Exploring and learning about new technologies  
• Refurbishing and repurposing computers

• Programming and software development