

Randy Wade

Jr. Systems Administrator

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Experience

Network Manager, Polk County Public Schools

07/2021 - PRESENT

- Collaborate with end-users to diagnose and resolve technical issues promptly, ensuring smooth operations.
- Utilizing SAP for inventory management and ticketing, efficiently managing repair requests and tracking hardware assets.
- Monitor switch status and operations using SolarWinds, ensuring optimal performance and minimizing downtime.
- Assist in fiber connections and ensure network connectivity across the entire campus.
- Perform patch management on local file sharing server and maintaining print server through Hyper-V.
- Utilize Active Directory to manage user accounts, resolve account lockouts, and maintain mailing directories.
- Diagnose and resolve network-related issues, ensuring efficient data flow.
- Provide support for Office 365 products, troubleshooting and resolving user issues.
- Deploy and administer over 1,000 devices, including Windows and Apple devices, for students, teachers, and administrators.
- Maintain backup systems of critical operations components to allow continuation of learning.
- Maintain switches, patch cabling, and wire management for efficient network infrastructure.
- Assist in setting up VLANs for the entire school.

Service Desk Analyst, Adventhealth

01/2021 – 08/2021

- Assisted customers over the phone in a healthcare setting, troubleshooting issues with over 1,000 applications.
- Collaborated with coworkers to develop solutions for various technical issues, ensuring prompt problem resolution.
- Utilized ServiceNow ticketing system to log and escalate issues, ensuring efficient tracking and resolution.
- Promptly troubleshoot web-based and software applications, minimizing downtime and ensuring smooth operations.

- Resolved hardware and network-related issues, providing technical support to users.
- Assist physicians and users on use of EMR systems while maintaining confidentiality agreements on patient records.
- Ensured compliance of security procedures to company's standard operating procedures.
- Use various SaaS products and solutions.

Vacation Planner, Universal Orlando Resort

07/2019 – 01/2021

- Enhanced guests' vacation experiences by offering various products and packages, ensuring high customer satisfaction.
- Sold tickets and packages, effectively communicating the value and benefits to the guests.
- Deescalated customer issues and provided creative solutions to ensure positive guest experiences.
- Assisted guests with any issues or inquiries, ensuring they enjoy the range of activities offered by the company.

Education

In Progress

Bachelor's Degree, Cloud Computing, Western Governor's University

2019

Associate degree, Applied Technology, Wilmington University

Skills

Project management

Data analysis

Communication

Organization

Problem-solving

Management

Operating Systems: Linux (Ubuntu, CentOS), Windows Server (2016, 2019)

Scripting and Automation: Chef Workstation, PowerShell

Cloud Platforms: Amazon Web Services (AWS), Microsoft Azure

Cloud Solutions: SaaS, IaaS, PaaS

Virtualization: VMware VSphere, VirtualBox

Networking: TCP/IP, DNS, DHCP, VLAN, VPN

Monitoring and Management: Active Directory, JAMF, Ivanti, SCCM

Database: MySQL, SQL Server

ITIL Framework

Troubleshooting and technical support

Strong problem-solving skills with researching issues

Excellent communication and interpersonal skills

Certifications

CompTIA A+ CompTIA Network+

CompTIA Security+

CompTIA Project+

ITIL V4 Foundations

AWS CCP

LPI Linux Essentials