

## EXPERIENCE

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- **Net-Man, Inc.** Bartow, FL  
*Systems Administrator* *March 2015 - Present*
  - Installed, configured, and administered network and server infrastructure for over 70 SMB clients.
  - Managed backup and recovery of data, utilizing technologies such as Veeam, AWS S3, LTO, and Windows Server Backup.
  - Performed physical to virtual server migrations and Windows domain migrations.
  - Responsible for the deployment, updating, and configuration of physical computers, servers, and Hyper-V virtual machines in an Active Directory environment.
  - Created and maintained customer documentation.
- **Geek Squad** Lakeland, FL  
*Operations Agent* *January 2015 - April 2015*
  - Leadership role responsible for day to day administrative tasks.
  - Oversaw shipping, receiving, scheduling, and inventory management.
  - Responsible for maintaining morale and managing employees customer facing employees.
- **Geek Squad** Lakeland, FL  
*Consultation Agent* *July 2014 - January 2015*
  - Facilitated positive customer service experience.
  - Computer and mobile device troubleshooting and repair.
  - Experience with software installation and troubleshooting.
- **Traviss Technical College** Lakeland, FL  
*Help Desk Technician* *August 2013 - May 2014*
  - Responsible for creating and managing support tickets with TrackIT help desk software.
  - Supported Active Directory domain running on Windows Server 2008
  - Responsible for the troubleshooting and repair of computer hardware, software, and network equipment.
  - Participated in software and hardware deployments in an enterprise environment.

## EDUCATION

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- **Polk State College** Lakeland, FL  
*Bachelor of Science in Information Technology* *January 2018 - Present*
- **Polk State College** Lakeland, FL  
*Associate of Science in Network Infrastructure Administration* *January 2014 - December 2017*
- **Traviss Technical College** Lakeland, FL  
*Computer Systems & Information Technology* *August 2013 - May 2014*

## TECHNICAL SKILLS

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- Windows Server - Active Directory, Group Policy, WSUS
- Hyper-V and VMWare ESXi
- Office 365 Exchange
- TCP/IP troubleshooting
- SonicWALL administration - VPN, firewall, security services
- Basic Linux administration

## CERTIFICATIONS

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- CompTIA A+ - December 2013
- MCSA Server 2016 - In progress