**Shedrick Flowers**

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# IT Specialist | Systems Administrator | Technical Support

Results-driven IT professional with extensive experience in systems administration, IT support, and network security. Adept at troubleshooting hardware and software issues, optimizing IT infrastructures, and implementing security protocols. Proven ability to support large teams by ensuring seamless IT operations and efficient system functionality. Passionate about improving IT processes and enhancing user experience.

## Core Competencies:

- IT Systems Management & Troubleshooting
- Network & Security Administration
- Hardware & Software Installation
- User Support & Training
- Active Directory & Microsoft Exchange
- IT Help Desk & Ticketing Systems
- Cloud & Virtualization Technologies
- Process Optimization & Documentation

## Professional Experience

### IT Systems Coordinator | Social Security Administration

*July 2016 - Present*

- Provided IT support to over 400 employees, ensuring system efficiency and seamless daily operations.
- Managed SSA systems and piloted new technologies such as eFax and desktop faxing to enhance efficiency.
- Installed and configured Single Device Setup for various roles, including Claims Specialists and Management.
- Conducted security audits, monitored system access, and maintained compliance with IT security policies.

- Led IT support for employees with disabilities, implementing assistive technologies such as JAWS and Dragon.
- Spearheaded workstation, server, and printer replacements, ensuring minimal downtime and optimal performance.
- Provided remote IT support for teleworkers, troubleshooting hardware, software, and network connectivity issues.
- Administered Active Directory user accounts and Microsoft Exchange mailboxes, ensuring secure access control.
- Led IT Help Desk operations using Jira, managing tickets and providing timely resolutions to system issues.

### TSC Systems Specialist | Social Security Administration

*April 2011 - July 2016*

- Delivered IT support for over 400 employees in a high-volume call center environment.
- Managed telecommunications systems and resolved issues impacting the National 800# Network.
- Performed security scans, monitored workstations, and enforced IT security best practices.
- Led SharePoint site management, ensuring proper documentation, security, and data accessibility.
- Maintained IT inventory records, tracking asset allocations and planning IT resource needs.
- Created and managed user profiles, configuring access privileges and system settings.
- Developed and delivered IT training sessions to enhance technical proficiency across departments.

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## Education & Certifications

### Bachelor of Science in Business Administration
Mississippi Valley State University

### Certifications:

- CompTIA Security+ (Planned)
- Microsoft Certified: Azure Fundamentals (Planned)

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## Technical Skills

- Operating Systems: Windows, Linux, macOS
- Networking: TCP/IP, VPN, Firewalls
- IT Tools: Active Directory, Microsoft Exchange, Jira, SharePoint

- Hardware: Servers, Workstations, Multi-Function Devices
- Cloud Platforms: Microsoft Azure, AWS (Basic)

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## Professional Development & Awards

- Multiple individual and team performance awards for outstanding IT support and project execution.
- Recognized for contributions to telework enablement and IT system enhancements.

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