Bobby S. Garrett

Columbia, SC, 29210 | (864) 980-2822

shaqgarrett@gmail.com

As a dedicated System Administrator with a proven track record in computer hardware and software installation, troubleshooting, configuration, upgrading, and maintenance. I prioritize user satisfaction and continuously seek opportunities to improve IT infrastructure operations. With a natural ability to lead, I excel at mentoring junior team members and delegating tasks effectively. My proactive approach and ability to take initiative enable me to identify and resolve critical systems and network issues swiftly, interfacing with professionals at all levels in a culturally diverse company. I'm highly skilled in handling networking concerns, monitoring server performance, implementing new software, installing hardware, and addressing user concerns. Through my leadership and technical expertise, I have successfully optimized organization IT operations, ensuring seamless and secure system functionality.

EXPERIENCE

System Support Administrator   Nov 2023 – Present
Blue Cross Blue Shield of South Carolina, Columbia, SC
- Monitor web server health performance via Cisco AppDynamics.
- Review and monitor Red Hat OpenShift web service pods.
- Configure and review Adobe Experience Manager web content.
- Resolved security incidents to maintain HIPAA compliance.
- Provide on-call support to address urgent issues outside of regular working hours.
- Collaborate with developers to troubleshoot and resolve issues related to the website.
- Diagnose and resolve high severity issues to minimize downtime and business impact.
- Reviewed Splunk log data for insight on user activity and system performance.
- Microsoft Exchange Administrator for the organization.
- Managed user mailboxes, distribution groups and permissions.
- Managed and configured file servers for insurance claim processing.

Technology Support Specialist II   Apr 2022 – Nov 2023
- Mentored and trained new hires of current to ensure effective transition onto team.
- Chosen as TSC ambassador for Kepner-Tregoe problem solving workshop.
- Serve as Point of Contact for the helpdesk to assist other technicians to resolve issues.
- Lead and hosted partnership meetings with other Support Groups within the company.
- Push software install, view, and manage computers via IBM BigFix Console.
- Manage users and configure accounts via Azure Active Directory.
- Restart VDI machines and troubleshoot Citrix Cloud users.
- IT Subject Matter Expert for remote and in office user's network connectivity.

Technology Support Specialist   Aug 2021 – Apr 2022
- Service excellence committee member to introduce new hires to company culture.
- Subject matter expert for TSC Self-Service Portal, Microsoft 365 Applications.
- Provided IT support to non-technical internal users through desk-side support services.
- Troubleshoot user accounts via Active Directory across multiple domains.
- Configure hardware and software SecurID tokens to enable access to applications.
- Documented troubleshooting of technical processes to support desk staff.
- Maintained internal knowledge bases for support products to expand knowledge sharing.
- Used Splunk to monitor workstations in operation and input commands to troubleshoot.
- Troubleshoot Cisco AnyConnect VPN, Avaya Phones, and any network issues.
- Loaded software using RDP, configured new hardware as part of onboarding process.

- Installed Citrix workspace/receiver, troubleshot workstation, and Citrix server issues.

IT Consultant   Jun 2021 – Aug 2021
South Carolina Department of Health & Environmental Control, Columbia, SC
- IT environment within a government agency for the state of South Carolina.
- Entered tickets into FootPrints to facilitate faster problem identification and resolution.
- Configured hardware, devices, and software to set up workstations for employees.
- Assisted onboarding with creating and disabling accounts within Active Directory.
- Assigned and removed Microsoft 365 licenses to accounts within Azure Active Directory.
- Resolved technical issues across multiple systems end-users across the state.
- Created my own Knowledge Base in lieu of formal documentation missing for the team.

Customer Support Analyst   Mar 2021 – May 2021
AgFirst Farm Credit Bank, Columbia, SC
- Used Axios AssystWeb ticketing systems to manage and support actions and requests.
- Patiently walked individuals through basic troubleshooting tasks to resolve issues.
- Followed up and verified satisfaction after support engagement and problem resolution.
- Analyzed previous cases to identify troubleshooting methods needed for resolution.
- Processed tickets for assistance on a range of issues related to Citrix and Windows.
- Explained information in clear terms to non-technical users for better understanding.
- Unlocked user accounts and reset passwords on Active Roles Server.
- Created distribution lists and assigned distribution list owners for end users.
- Conducted product and issue resolution research to address customer concerns.
- Supported end-users with software, hardware, network standards and use processes.
- Resolved technical issues of multiple systems and applications for users.

Phone Banker II   Jul 2019 – Mar 2021
Wells Fargo, Columbia, SC
- Handle over 16,000 incoming telephone calls, emails, and chat requests.
- Help customers complete online banking services and assist with user access.
- Troubleshoot any issue customers experienced with the website or mobile application.
- Provide support for all banking help desk-related tasks including answering questions.
- Instructed external customers regarding bank applications or hardware functionality.
- Process customer requests daily for financial banking services.
- Uphold strict security procedures to verify identities when completing actions for members and giving out private banking information, to adhere to Federal regulations.
- Perform analysis/troubleshooting of PC peripheral devices including printers.
- Document conversations with customers to track requests, problems, and solutions.

Computer Consultant   Jul 2014 – Jul 2017
Best Buy, Columbia, SC
- Troubleshoot computer issues to retain customers' business.
- Demo computers and software to customers while providing excellent customer service.
- Demoed computer products to showcase benefits and encourage purchases.
- Collaborated with sales team to reach targets and exceed personal quotas.
- Consistently met daily, monthly goals, producing over $1,000,000 in revenue each year.

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EDUCATION

Bachelor of Science (B.S.) – College of Engineering and Computing   Aug 2021 – Dec 2024
University of South Carolina, Columbia, SC
- Major: Integrated Information Technology

SKILLS

Active Directory, Access Management, Microsoft 365 Suite, Azure Active Directory, Citrix Director, Splunk, Data Security, Troubleshooting, Problem Solving, Prioritization, HTML/CSS, Cisco AnyConnect VPN, IBM BigFix Console/Remote

LICENSES & CERTIFICATIONS

Class C2 Security Clearance   2021
NCSC

CompTIA A+   Dec 2021 – Dec 2023
CompTIA – Credential ID: COMP001021749150