Willie David Jones III
Los Angeles, California

Williejones005@gmail.com   http://williedavidjonesiii.com   https://github.com/wjone005   (424) 268-8196

Work Experience

AIG – Los Angeles, CA
Citrix IT Support Svcs Analyst   **Sep 2017-Present**

- Write Python scripts to monitor real time network drive changes.
- Migrate users from VMware to Citrix XenDesktop.
- Push applications and desktop imaging, utilizing SCCM.
- Write basic scripts for redundant daily task using Powershell.
- Reduce company costs by automating manual processes.
- Implement knowledge base documentation and canned responses in Jira and ServiceNow.
- Setup and maintain new and existing users in Office 365 and Microsoft Exchange.
- Provide Tier 3 Application, PC Hardware, Operating System support among US and Europe.
- Automate SOX and/or PCI compliance task, preventing manual errors.
- Implement Bitlocker protection on all laptops for data protection against loss or theft.
- Monitor VMware hosts using VMware Horizon 7.
- Setup and maintain new and existing Active Directory groups
- Perform cross platform audits of Active Directory objects and user permissions.
- Assist with migration from on premises application to SaaS Yardi web application.
- Setup WYSE box terminals.

Freed Maxick CPA's – Buffalo, NY
Systems Administrator   **Aug 2016-Sep 2017**

- Created Applocker rules to increase IT security within the firm.
- Setup and maintained new and existing users in Active Directory, Microsoft Exchange, Lync server, Office 365 and Citrix Sharefile.
- Assisted Senior Administrators in profile migration of 500 users VDI in Vmware.
- Conducted new hire training to help users familiarize using Windows 7 in a virtual environment.
- Implemented help desk solutions and documentation in FreshDesk Services.
- Provided Tier 2 Application, PC Hardware, Operating System support among three locations, (Rochester, NY, Buffalo, NY and Syracuse, NY) using Vsphere Client 6.0 and remote users.
- Provided monthly Windows software updates.
- Setup and managed VOIP Polycom CX600 phones across all three sites.
- Automated laptop imaging, using WDS and unattended files.

WHJSC – Buffalo, NY
Systems Administrator   **Jul 2013-Present**
Computer Instructor   **Jul 2010-Aug 2013**
                                                             (Summer Seasonal)

- Developed, designed, and implemented the website.
- Installed, configured, and maintained, Nginx, MariaDB, PHP, LEMP stack for deploying website.
- Migrate Whjsc.org from Joomla to Wordpress, which resulted in an increase of traffic and improved navigation.
- Monitored and maintained Windows Server R2 2012 Active Directory, DHCP and DNS.
- Built file servers, domain controllers and print servers.
- Implemented Spiceworks network monitoring and inventory services.
- Conducted migration of user local data to a file server and Google G Suite
- Installed Windows and Mac OS X software on PC and Mac compatible computers.
- Designed, implemented and maintained an Access database for employees and children participants.
- Setup, supported, troubleshoot and maintained workstations, printers and other devices.
- Conducted trainings to familiarize children and staff with Windows XP, Vista, 7, 8, 10 and Mac OS X.

Caplugs – Buffalo, NY   **Mar 2015–August 2016**
PC Support Specialist
- Managed Microsoft Server 2012R2 AD, DHCP, and DNS.
- Installed, configured and set permissions for new users in Active Directory, Microsoft Exchange, Microsoft Navision 2013 and 2015 ERP system.
- Created groups, organizational units, and login bat scripts.
- Managed Workstations containing Windows, XP, 7, 8, and 10.
- Migrated over 100 users from Windows 7 to 10.
- Provided level 1 and level 2 Application, PC Hardware, Operating System support among four locations (Los Angeles, CA Buffalo, NY Erie, PA Shanghai, China) and remote users.
- Migrated entire company Shoretel VOIP phones to FUZE.
- Extensive work with cabling CAT 5 cable throughout the facility.
- On call 24/7 if user pc or printer failed that needed immediate support.
- Reimaged, upgraded, and deployed employee computers software using Clonezilla, WDS and PDQ Deploy.
- Ensured software updates were tested and applied in a timely fashion.
- Migrated equipment, software installs, and computers from excel spreadsheets to Spiceworks inventory.
- Installed Cisco switches, and routers for System Center 2012 Configuration.

Wendt Corporation – Buffalo, NY   **Aug 2014–Jan 2015**
Technical Support Analyst
- Installed and configured Spiceworks Help Desk that resulted in proper documentation of user issues.
- Provided level 1 Application, PC Hardware, Operating System Help Desk Support.
- Setup, support, troubleshoot and maintained workstations.
- Performed hardware repair and maintenance.
- Reimaged and upgraded employee computers from Windows Xp to Windows 7 using Norton Ghost.
- Ensured software updates were tested and applied in a timely fashion.

Technology Summary

Systems:	UNIX, Arch, CentOS, Ubuntu, Amazon Linux, Windows 9x/NT/2000/XP/Vista/7/8, 10, Server 2012 R2 Mac OS X
Databases:	Oracle, MS Access, MySQL, MariaDB
Languages:	SQL*PLUS, Bash, HTML, CSS, C, C++, JavaScript, PHP, Python.
Software:	Oracle Server, Apache, Nginx, DHCP, SCCM, Active Directory Services, Windows Print Server, Clonezilla, Symantec Ghost, Wordpress, System Center 2012 Configuration Manager, Citrix XenApp/Desktop VMware ESXI/Fusion/vSphere 6.0/Horizon 7/App Volume, Visual Basic 2008, Code Blocks, Microsoft Navision 2013/2015, AS/400, iOS, and Android.

Education
State University of New York College at Buffalo, Buffalo, NY
Bachelors of Science in Computer Information Systems   **May 2015**

AWS Certified Solutions Architect - Associate   **Expected Winter 2020**