

PROFILE

Customer-focused, technology professional with real world experience, and a can-do attitude aimed at increasing customer health, customer service levels, and expanding networking and security capabilities.

- Deployment, configuration, and administration of business computing environments
- Leads technical team in timely assessment and resolution of critical client needs
- Mentors team mates to become value-contributors
- Set new standards for customer satisfaction and ticket resolution (sub-15 minute response times)
- Creates and implements network and security solutions that meet the client's needs
- Consistently performs above client and employer expectations (request references)
- 10+ years of direct customer service experience

EDUCATION AND CERTIFICATIONS

Self Study

- Acronis Backup; HP Desktop and Server; OSCP (Offensive Security Certified Professional)

Centriq Training IT Administrator Program

Jan 2015 – April 2015

- CompTIA A+ and Microsoft MTA Certifications

Metropolitan Community College

2015 - Present

- Associate of Computer Science

PROFESSIONAL EXPERIENCE

Support Engineer - Technology Group Solutions, Lenexa, KS

Nov 2015 - present

- Tier III Support | Mentored Tier I & II personnel | Provided system administration support on site and remotely
- Server administration | User management | O365 and Exchange Server administration | Data and server migration

Jr. Systems Administrator - Challenger Sports, Lenexa, KS

Aug 2015 – Nov 2015

- Assisted the SysAdmin with desktop support, backups, deployments, and project management

Head Cashier - Lowe's, Lenexa, KS

- Managed 40+ people in day-to-day customer service functions and training

TECHNOLOGIES

- Firewalls - Sophos UTM & XG, Barracuda (Firewall, Spam Filter, and Cloud Control), Sonicwall
- Virtualization - VMWare/VSphere, Hyper-V
- Backups - Acronis, Asigra, Veeam, Application Aware Backups (IE: AD, Exchange, SQL.)
- Operating Systems - Windows 7-10, Server 2003 – 2016 (Commercial, SBS, Terminal Server, and Exchange), Mac OSX
- Helpdesk Platforms and tools - Connectwise & Spiceworks. (Experience as Connectwise Administrator, adding to Setup Tables, modifying permissions and boards, adding users, license management, creating reports, etc.)
- Remote administration tools - Labtech/Connectwise Automate, Powershell, SCCM
- Security - Extensive review of audit logs in AD, AD/NTFS permission overhauls, Extensive review of live logs in firewalls to track down malicious activity, programs, IPs. Deploying Cisco Cloud Security applications and integrating products for internal and customer support.
- Networking - Sophos, Aruba, Meraki, TCP/IP v4, DHCP, WINS, DNS, IPSEC, RRAS, Network cabling