

## Objective

Result oriented, accomplished IT Professional with over 6+ yrs of hands on experience in Large Enterprise Level projects as IT Systems Administrator, Systems Analyst, IT Technician, Infrastructure Administrator, Technology/SME, SharePoint Administrator.

## Skills

Microsoft Windows 7, Xp, Nt, Vista Technologies Cnet, XP, Vista, 7,8, Mac Os, IOS Products / IBM Servers 3650's M1-4, 2008r2/2003 NT.

## Work Experience

### IT Systems Manager I

**ABC Corporation** - September 2012 – January 2015

- Manufacturing Execution Systems, Support and Maintenance of the Network Infrastructure, Server Administration and End User Support/PC Maintenance.
- Provide support for all personal computers, printers, scanners, and other peripherals as required.
- Provide User Support through Help Desk system; troubleshoot and resolve issues in-person, over the phone or through Remote Support Maintain Windows Server Environment (Server 2003/2008) including DNS, DHCP, WINS and other services.
- Support network infrastructure including wiring and connections.
- Support and Maintain Tape Backup System Responsible for the maintenance and administration of the VoIP System.
- Perform other duties as assigned by the plant leadership and the Regional Manager.
- Familiarity with software and hardware of Windows-based PCs and servers and Cisco networking equipment and phone systems.

### IT Systems Manager

**Delta Corporation** - 2009 – 2012

- Track and analyze trends in resource usage and generate statistical reports (daily, weekly, monthly).
- Translate reports into dashboards that offer relevant insights to stakeholders at multiple levels.
- Assess need for process changes based on request trends and make recommendations for improvements.
- Coordinate staffing and schedule adjustments to support seasonal trends in service requests.
- Additional duties as assigned.
- This is Dummy Description data, Replace with job description relevant to your current role.
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## Education

BS/MS of science in information technology - 2013(DeVry University - Southfield, MI)