

PROFESSIONAL SUMMARY

Driven and result-oriented IT professional with 4+ years of experience in system administration, network support, and technical troubleshooting across diverse environments. Skilled in managing Windows systems, Active Directory, and Microsoft Exchange to ensure optimal system performance and security. Adept at deploying infrastructure, resolving complex technical issues, and leading help desk coordination. Proven ability to manage ticket pipelines, deliver end-user support, and execute preventive maintenance strategies. Strong communicator with a proactive approach to identifying inefficiencies and enhancing service delivery. Committed to continuous learning with certifications in CompTIA A+, Network+, Six Sigma, and OSHA 30.

CORE COMPETENCIES

▢ System Administration	▢ Infrastructure Deployment	▢ Workflow Prioritization
▢ Technical Support	▢ Server Maintenance	▢ Troubleshooting Procedures
▢ Network Management	▢ Helpdesk Coordination	▢ PC Setup
▢ Windows Troubleshooting	▢ Security Assessment	▢ Root-Cause Analysis
▢ Active Directory	▢ Ticket Management	▢ Policy Enforcement
▢ Issue Resolution	▢ Performance Monitoring	▢ Preventive Maintenance
▢ User Support	▢ Client Communication	▢ Configuration Management

Systems Administrator JAN 2023 – JUN 2025

Mid Size MSP – Savannah, GA

- ▢ Diagnosed and resolved advanced technical issues related to Windows operating systems and Microsoft Exchange, ensuring system uptime, email functionality, and overall performance across dealership networks.
- ▢ Directed the full deployment and lifecycle management of IT infrastructure for new store openings, including system installation, configuration, and ongoing maintenance to support seamless business operations.
- ▢ Provided direct oversight and support to help desk personnel, delegating service requests, guiding troubleshooting steps, and ensuring high-quality resolution of user-reported issues in a timely manner.
- ▢ Administered and maintained enterprise-level IT environments across multiple dealership locations, managing PCs, servers, and networks while handling user account creation, permission structures, and group policy enforcement via Active Directory.

Systems Engineer MAR 2022 – JAN 2023

Mid Size – Atlanta, GA

- ▢ Performed a wide range of system administration tasks within Active Directory and Windows environments, including account management, access control, and performance monitoring to uphold IT infrastructure integrity.
- ▢ Delivered end-to-end technical support by resolving both ad hoc and recurring user-reported issues through remote tools and on-site visits, ensuring minimal service interruptions and sustained business operations.
- ▢ Assessed issue urgency and business impact to appropriately prioritize service requests, consistently adhering to company SOPs, workflow schedules, and organizational standards to meet SLA expectations.
- ▢ Executed scheduled preventative maintenance and comprehensive security assessments to proactively detect and remediate vulnerabilities across hardware, software, and network systems.

Service Coordinator APR 2021 – MAR 2022

Small MSP – Roswell, GA

- ▢ Strategically prioritized workflows and coordinated IT service delivery across various client engagements and internal teams, managing the ticket pipeline to ensure all scheduled services were completed efficiently and on time.
- ▢ Executed PC setups, system configurations, and advanced technical troubleshooting tasks, while thoroughly documenting each action, resolution step, and user communication within the ticketing system.
- ▢ Collaborated closely with senior management by reporting high-impact technical trends, unresolved issues, and escalations, contributing to strategic decision-making and long-term IT improvements.

- ▢ Fostered strong client relationships by providing proactive ticket follow-ups, clearly explaining the root causes of recurring issues, and offering practical solutions to minimize future disruptions.
- ▢ Continuously monitored ticket queues and service metrics to detect delays, performance gaps, and workflow inefficiencies that could hinder service quality or user satisfaction.

- ▢ **CompTIA A+ Certification**
- ▢ **CompTIA Network+ Certification**
- ▢ **Six Sigma White Belt**
- ▢ **OSHA 30-Hour Certification**