

TIER 3 TECH / SYSTEM ADMINISTRATOR

Objective

Adaptable IT Generalist with over 20 years of experience with various facets of technology, training, support, auditing, and customer service. Ability to work independently or collaborate with a team using effective written and verbal communications. Enjoys building out, testing, and troubleshooting systems and automations using critical thinking and problem-solving skills. Able to manage time and prioritize tasks in high pressure environments.

Experience

Small MSP	Tier 3 / System Admin	2021 - 2025
	<ul style="list-style-type: none">• Managed ConnectWise Suite (Manage, Automate, ScreenConnect)• Migrated from Automate to NinjaRMM in last year to reduce IT costs• Managed the selection and standardization of Hardware offerings. Researched, tested and approved all equipment used and sold in client deployments and projects - balancing cost, performance and reliability• Managed and maintained all client data backups utilizing Nable• Implemented Zabbix for detailed network monitoring – primarily for pfSense• Implemented PXE based workstation and server deployment• Perform client Server deployment and setup. Also performed server upgrades and migrations• Employee and customer onboarding and offboarding• Setup and manage AWS and Azure cloud server deployments for applications and AD• Final internal escalation point for technicians• Familiarity with all aspects of Dental IT (PMS, Imaging software and imaging hardware)• Created PowerShell scripts and automations for deployments, monitoring, and frequently recurring tasks• Implemented Hypervisor solutions for special setups including Hyper-V, Proxmox and VMWare• Trained tech staff on Networking setup, troubleshooting, and deployment• Created and maintained documentation and training materials for technicians• Afterhours and OnCall support point for priority clients• Manage Microsoft 365, Goto VOIP, Pax8• Work with management and sales to plan out changes and improvements to product stack and service offerings• Work as a contract sysadmin for large clients that need immediate internal IT support	

Dental DSO (Contract assigned through MSP) | System Administrator

2025

- Client of Dentek with HQ and 52 dental offices across the U.S. – Lost their Internal IT department and needed immediate support with Dental PMS knowledge of Open Dental and Dexis and also MySQL – they didn't have time to hire internal IT team – So I was loaned out on a temporary basis to get everything working and under control
- Deployed and setup ConnectWise Screen Connect and Zabbix for client
- Jira system for their internal IT support tickets
- Server deployments – setup idrac IPMI and misc. server management tools
- Worked to clear out 6-month backlog of support tickets
- Replaced outdated hardware (servers, pcs, routers, switches and other equipment)
- Audited licenses, 365 accounts, server logins, VPN users
- Onboarded and offboarded internal employees and doctors
- Collected all on-site needs and setup queue for sending out contract techs to all 50 locations to fix issues (A/V issues, Xray equipment, scanners, printers, fax lines)

| IT Director

2011 - 2020

- Worked as Internal IT for Small Importation Company with office in Hong Kong
- Assessed internal system needs, improved design processes and aligned systems with business needs.
- Supervised multiple teams – Application, Database, and HelpDesk
- Managed budget for IT inventory and purchasing
- Migrated company accounting and inventory systems from Netsuite to Apprise
- Maintained on-prem Servers and networking.
- Assisted Inventory and accounting departments with forecasting and budgeting
- Managed AT&T business account for all employee devices
- Aided company owner with acquisition, management, and growth of multiple businesses

Skills

Office 365, Intune, EntraID, Azure, AWS, Unifi, Zabbix, Jive, Meraki, Sophos, pfSense, Windows Server, Windows Workstation, Linux, MySQL, PowerShell, StorageCraft SPX, Veeam, Cove backup, Hyper-V, Proxmox, VMWare ESXi, iSCSI/disk arrays, Cisco Enterprise/Aruba switches and APs, ConnectWise Suite (Manage, Automate, ScreenConnect) NinjaRMM