Systems Administrator Resume

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Successful Systems Administrator with 7+ years in MSP and Customer Service positions. I have strong Network, Server, and Workstation configuration and deployment experience. I have reviewed and managed security permissions to ensure compliance. Managed multiple projects to get services online for clients. Set up and manage home lab setup for servers and network.

**Experience**

**Home Lab – Linux Servers**
Installed and configured multiple Windows and Linux servers. I have used this environment to test different OS and Software. There are multiple permanent servers that provide Web, File, and Media services. I host any game servers that my friends want to play and make sure they are able to access the server outside of the network.

**Certifications**

 **CompTIA A+
CCNA Cisco Certified Network Associate (estimated August 2025)
Microsoft AZ-900 (Passed practice, estimated July 2025)**

**Professional Experience**

**BSGTech, Mount Prospect, IL**Systems Administrator, August 2022-November 2024

* Administer and software about compromised computers and email accounts
* Image computers for client use
* Assigned software through Microsoft Entra and installed local software as needed
* Travel to client sites for onsite support
* Created documentation on new client setups
* Managed onboarding/offboarding of users
* Managed SaaS for clients

**TDS Telecomunications, Madison, WI**Customer Service Representative, March 2019-November 2021

* Support ISP services for customers including Internet, Phone, and TV services
* Gather and report information on outages that are occurring

**AIMS (Administrative Information Management Services) , Madison, WI**Systems Administrator, August 2013-November 2018

* Monitoring all servers for current and potential failures
* Redesign virtual environment for greater security
* Set up and maintain server infrastructure
* Plan and deploy test environment
* Plan, Setup, and Support virtual desktop environment
* Made sure all Virtual Server snapshots stayed up to date
* Managed File server including permissions and setup of structure as requested by clients
* Handled any Group Policy changes that were requested
* Managed all Security certificates to make sure none expire and get new when needed
* Set up and updated company Powershell scripts
* Managed SSL certificates for web servers

**Education**

**MATC (Madison Area Technical College)**

Associates Degree, 2011-2013