

JESSE KENDALL

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MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR

Solution-oriented, highly analytical and resourceful candidate with extensive experience in network [administration](#) and support. Proven ability to provide creative and effective server and networking strategies through the application of highly developed problem solving skills. Expert administration and troubleshooting skills for all Microsoft operating systems and Windows Server products. Exceptional technical education; consistently keeping current with emerging network technologies. Team player with reputation for providing excellent user service; tenacity to work with demanding clientele. Able to travel and maintain a flexible work schedule.

- **Network Development:**

Skilled in managing local and wide area network connectivity through maintenance and troubleshooting of routers, switches, hubs, network cards, and dial-up networking. Six years of workstation and server experience within a LAN environment through proactive LAN administration roles. System architecture design (LAN and WAN) experience. Strong knowledge of implementing and utilizing remote network management and monitoring tools (LAN Desk, WebEx, Microsoft

RDP).

- **Small Business Specialist:**

Six years of experience in supporting the technical needs of small businesses with emphasis on Security and OS configuration, DNS, Group Policy, hardware support, storage, and raid methodologies. Successfully completed Microsoft technical exam, small business sales, and marketing skills assessment. Strong knowledge of the Small Business Server Suite.

- **Certifications:**

[MCSA](#), MSDST, MCP, A+, Network +

TECHNICAL PROFICIENCIES

Workstations/ Servers:

Windows NT Workstation, Windows 98/ 2000/ XP/ NT, Windows Server 2000/ 2003; Microsoft Office 98/ 2000/ 2003/ XP, Microsoft Exchange Server 5.5-2000, Microsoft ISA server 2000/ 2004, [Microsoft SQL Server](#), Microsoft Sharepoint Portal Server; Citrix Metaframe XP; Novell Netware Server; NetWare 5.x/ 6.x; OEM system builder for workstations and server products.

Software Applications:

Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Active Directory, Microsoft MBSA, MOM, SPS, SUS, WSUS; Symantec Anti Virus Corporate Suite; Veritas Backup Exec version 5-10; LAN Desk Management 5.5; Symantec Ghost.

PROFESSIONAL EXPERIENCE

NETWORK ADMINISTRATOR, ABC Information Solutions, Miami, FL | 20xx – Present

Microsoft Certified Systems Administrator: Support dozens of small to medium sized businesses, remotely monitoring established network infrastructures from the Sacramento office, and implementing changes as needed to maintain a secure and efficient network. Analyze, design, develop, recommend, and present data network solutions. Perform preventive maintenance and develop technical installation work plans. Implement network and software upgrades and modifications. Provide data backup and recovery, quality assurance reviews, and accurate risk assessment. Build and maintain PCs and the functionality/ security of virtual private networks (VPNs). Employ various tools such as Microsoft MBSA (Microsoft Baseline System Analyzer) to assess security requirements and provide full network migration solutions.

- Established a secure, central location for customer/ technical documentation that is readily available and accessible to all technical staff members; used Microsoft SharePoint portal server.
- Recommended and implemented customer questionnaire to track satisfaction rates for the services and products provided.

Technical Support/ Excellence:

Provide help desk support and remote technical troubleshooting using Microsoft Remote Desktop and Webex remote control software. Meet with and educate customers on networking environments and client service offerings. Survey customer needs to provide complete system analysis and recommend technology solutions. Proactively maintain current knowledge of competitive products and services. Translate business needs into

network solutions and deliver in-depth, high-level technical presentations.

- Distinction as a Small Business Specialist, and multiple certifications achieved through Microsoft testing, enabled company's Microsoft partner level to elevate from "Registered Partner" to "Certified Partner." Efforts resulted in lower training costs and greater program benefits.

NETWORK SUPPORT TECHNICIAN, BCD Jet, Miami, FL | 20xx – 20xx

Network cable technician responsible for moves, adds and changes made to the inter-network topology. Oversaw related connectivity service and repair.

TECHNICAL EDUCATION

XYA College, Miami, FL | 20xx – Present

- Introduction to UNIX: Comprehensive study with laboratory assignments of UNIX commands, file manipulation, shell programming, administration, and security.
- Unix System Administration: Survey of system administration functions and duties associated with the Unix operating system. Instruction in setting up files systems, adding/ removing user accounts, file maintenance, security, networking configuration, and program backup.

49er ROP Cisco Networking Academy, Miami, FL | 20xx

- CCNA, Curriculum levels 1-4: Coursework covered OSI model, TCP/ IP, subnetting, routing, and remote access router configuration and administration.

XYZ Computer Learning Center, Miami, FL | 20xx – 20xx

- Completed Courses: Administering Microsoft Windows NT 4.0; Networking Essentials; Supporting MS Windows NT 4.0 Core Technologies; Internetworking TCP/ IP on Windows NT 4.0; A+ certification Hardware and OS.

Northern California Sound and Communication Joint Apprentices and Training Committee:

- Successfully completed 5000 classroom hours and OJT training.
- Certificate of completion as a Level 3 Telecommunications Technician.

Awarded certificates of achievement for successfully completing Microsoft approved courses:

Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure; Migrating from Microsoft Windows NT 4.0 to Microsoft Windows Server 2003; Networking Essentials; Supporting Microsoft Windows NT 4.0 Core Technologies; Getting Started with Microsoft Office Live Meeting 2005; Microsoft Live Meeting: Getting Started for Administrators; Internetworking TCP/ IP on Windows NT 4.0; Deploying and Managing Microsoft System Center Data Protection Manager; Applying Microsoft Security Guidance Training; Small Business Sales and Marketing Skills Assessment; Administering Microsoft Windows NT 4.0; A+ certification Hardware and OS.

Successfully passed numerous Microsoft exams:

Deploying and managing a network solution for small and medium sized business; Supporting users and troubleshooting desktop applications on a Microsoft Windows XP operating system; Supporting users and troubleshooting a Microsoft Windows XP operating system; Deploying Microsoft Office desktops; Managing a Microsoft Windows 2000 network environment; Installing, Configuring, and administering 2000 Server; Installing, configuring, and administering 2000 Pro; Implementing Microsoft Windows NT Workstation 4.0; Networking essentials; Implementing and supporting Windows NT Server 4.0.

PROFESSIONAL MEMBERSHIPS

Comptia Member | Microsoft Registered Partner