

## **IT Systems Engineer Resume:**

**Samuel McConnell**

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### **Overview:**

I am a versatile IT and Application specialist. I have been with my current employer for over three (3) years and am currently the lead Systems Engineer. I am comfortable supporting hundreds of users and dozens of servers, all with different support requirements.

### **Certifications / Credentials:**

- Microsoft Certified IT Professional (MCITP)
- Microsoft Enterprise Desktop Administrator
- Microsoft Certified Technology Specialist (Windows 7)
- Apple Certified Support Professional (ACSP)
- Citrix Certified Administrator
- Certified SonicWALL Security Administrator (CSSA)
- CompTIA A+

### **Proficiencies:**

- Microsoft Windows 7/Vista/XP/2000
- Office 2010/2007/2003/XP, Office 365
- Microsoft Exchange Server 2010/2007/2003
- Microsoft RemoteApp
- Citrix XenServer and Citrix XenApp Fundamentals
- SonicWALL Enhanced OS
- Apple Mac OS
- Debian Linux
- Google Android
- ReadyNAS Storage Appliances
- VSAT Satellite Communications

## **Prior Work Experience:**

**itKansas**                      Wichita, KS                      June 2008 - Current

### *Lead Systems Engineer*

Provided day-to-day support for all managed services customers, working as an outsourced IT department. Assisted and lead in the design and implementation of network solutions for clients. Provided regular monitoring and maintenance for over 300 users. Developed virtualization and thin computing solution for a large local non-profit. I was tasked with not only maintaining client systems and solutions, but in developing, proposing and implementing advanced design concepts. I was assigned to our Managed Service Clients that require a higher level skill set due to either the complexity of the client's infrastructure or the technical expertise needed to support the defined end-user base. I have consistently won the highest rating on Customer Satisfaction Surveys and am rated as "integral to our business functioning" by those clients that I support as Primary Site Engineer.

**JPI Worldwide**                      Clarkston, WA                      May 2007 – May 2008

### *North America Systems Administrator*

Oversaw internal technology for a satellite communications company with sites deployed in Iraq, Afghanistan, Chad, Uganda, and other locations where communications infrastructure is minimal or nonexistent. Performed deployment and day-to-day maintenance on three Linux servers, all running Debian Linux, as well as disaster recovery. Provided desk-side user support services on all stateside PC's.

**Emprise Bank**                      Wichita, KS                      April 2005 – October 2006

### *Help Desk/Desktop Technician*

Provided Help Desk Support services to internal customers including: remediation of computer problems, incident tracking system ticket scheduling and remediation, on-site remote location maintenance and support. Additionally, provided Administrative Support of Windows and Netware servers, Windows workstations using Novell ZENworks, Novell eDirectory, and Microsoft Active Directory. Active participant in several large workstation rollouts and a conversion from Windows 2000 to Windows XP Professional. Responsible for the administration of all mobile devices in company, including laptops, Palm OS devices, and Windows Mobile devices.

**The Carnahan Group**                      Wichita, KS                      June 2003 – May 2007

### *Systems Administrator*

Designed, ordered, and built workstations and servers, worked with builders to develop an effective network infrastructure in new building, used Windows Small Business Server and Windows XP to create an efficient and secure network environment. Used VPN, RDC, and VNC for remote administration.