

XAVIER PERRY

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HELP DESK SUPPORT TECHNICIAN & SYSTEMS ADMINISTRATOR

Help Desk Technician and Systems administrator with over ten years of experience providing tier I, II and III Help Desk support, managing IT infrastructure and daily operations. Able to effectively assess, plan, configure, implement, maintain and optimize systems, as well as network technologies to achieve consistent accessibility and performance. Skilled at successfully focusing on and accomplishing tasks in a high-paced and demanding environment.

Performs with integrity and offers hands-on experience in a heterogeneous (Windows and OS X) environment. Proficient in a range of Operating Systems and applications, computer hardware and tools, and able to quickly learn and grasp new technologies. Possesses strong analytical skills and has an excellent reputation for completing projects within time and budget constraints. Equally successful in working with other technicians from various disciplines to troubleshoot complex system issues, as well as in self-directed settings. Excellent communication, interpersonal and customer service skills within a corporate environment. Interacts effectively with clients handling various requests, inquiries, and technical issues.

SKILL HIGHLIGHTS

Help Desk Support • Server & Client System Administration • Project Management

Operating Systems: Windows Server 2016, Windows Server 2012, Windows Server 2008, Windows Server 2003, Windows Server 2000, Windows 10 Professional, Windows 8.1 Professional, Windows 7 (Starter, Home Premium, Professional, Ultimate), Windows Vista Business, Windows XP (Home, Professional), OS X (10.13 – High Sierra, 10.12 – Sierra, 10.11 – El Capitan, 10.10 – Yosemite, 10.9 – Mavericks, 10.8 – Mountain Lion, 10.7 - Lion), iOS 6-11, Android (Marshmallow-Oreo), Ubuntu Server and Desktop (16-18)

Applications: Microsoft Office suite (XP-2002, 2003, 2010, 2013, 2016), Visio, Frontpage, Expression Web, Sharepoint Foundation, Office for Mac 2008-2011, Adobe Photoshop (CS-CS6, Elements), Adobe Audition (1-CS6), Adobe Premiere Pro (1.5-CS6, Elements), Panasonic IP Softphone, Panasonic PBX Unified Maintenance Console, Panasonic KX-TVA Maintenance Console, QuickBooks, TeamViewer, Apple Mail, Pages, Numbers, KeyNote, IE, Edge, Firefox, Safari, Chrome, Vivaldi, Waterfox, Pale Moon, Dolphin, Opera, Symantec, ESENT Nod32, Microsoft Security Essentials, Sophos, AVG, and others

Hardware: Dell Product Lines (Inspiron, Latitude, XPS, Dimension, Optiplex, Precision, PowerEdge, PowerConnect), Sony Vaio, Microsoft Surface (1st generation), Mac Mini, MacBook, MacBook Pro, iMac, Mac Pro, iPad, iPhone, Linksys routers, Panasonic KX-NT300 IP Phone Series, HP Printers, Brother Printers, Xerox Copiers (XC560, ColorQube), Canon LiDE scanners, Ricoh Copiers, and others

EXPERIENCE

JAMES DOBSON'S FAMILY INSTITUTE — Colorado Springs, CO **IT Support Specialist** (4/27/15 to Present)

Handles incoming help desk requests from end users via telephone and Zendesk help desk ticketing system in a courteous manner. Records, tracks, and documents the help desk request problem-solving process, and actions taken, through to the final resolution. Maintains Mac and PC hardware and peripherals. Maintains software libraries both virtual and physical. Performs hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications. Assists in maintaining user accounts. Sets up and installs new Mac, PC, and other equipment in accordance with company standards, including proper installation of cabling, operating systems, and appropriate software. Documents and updates installation, configuration, deployment and maintenance procedures. Manages all IT orientation for new hires to the organization. Reconfigures and prepares retired equipment for disposal. Assists in enforcing policies established by the IT Department. Maintains a high degree of confidentiality on all of the sensitive information to which this position is privy. At times required to assist in supporting VOIP, Server, and Network systems. Assists with special department projects and upgrades. Performs related duties consistent with the scope and intent of the position.

DUKE ASSOCIATES, INC. — Monument, CO **Service Level Agreement Technician** (1/28/13 to Present)

Provides remote Windows server (varying OS versions) monitoring, maintenance and reporting for 14 client companies (some companies possessing multiple servers). Tasks include scheduled backup verification, checks for storage space, RAID integrity, antivirus status and quarantines, and system updates. Discovered issues are either quickly addressed or escalated to other Duke technicians for resolution. Weekly reports on the status of each server are also sent to the designated contact(s) for the corresponding company.

WORLD CHALLENGE, INC. — Colorado Springs, CO **Systems Administrator** (5/1/12 to 9/11/15)

Provided PC and Mac support, server and network administration for two organizations (World Challenge, Inc. and The Springs Church) at a single location, and one small remote home office (World Challenge, Inc.). Managed AD, DHCP, DNS, and wireless technologies. Responsible for the assessment, configuration, maintenance and repair of all system and networking equipment for both organizations. Researched, recommended and implemented system and network enhancements to improve overall environment reliability and performance.

Key Accomplishments:

- Implemented new network hardware for a separate guest network for visitors, volunteers and external associates.
- Gathering and documenting necessary network and system information to enable better organization and management of the entire environment.
- Restructured server resources to provide more efficient and secure access to data for the various departments within both organizations.
- Designed, planned and implemented an expansive new network layout which included the addition of a new VOIP system for both organizations' migration to a new location.

EXPERIENCE continued

SUMMIT INTERNATIONAL SCHOOL OF MINISTRY — Grantville, PA
Dean of Academics and Instructor (4/5/10 to 5/31/12)

Provided oversight of the school's entire academic curriculum. This oversight included, but was not limited to managing instructors, providing training resources for the instructors, which courses were taught, course content, weekly and yearly academic schedules, textbooks utilized, implementation of technology to enhance learning, academic budget planning and spending, academic counseling and discipline, and the school library organization and resources. Taught a range of courses (Leadership, Old Testament Survey, Major and Minor Prophets, General Epistles, Discipleship Training) and seminars (Study Skills, Worldview).

Key Accomplishments:

- Implemented various resources to elevate the training of the instructors which included high quality Bible software, budgeted finances to obtain teacher-requested instructional materials, and Seminary-level audio courses for their use.
- Designed, and implemented an Intranet site to optimize the access of information, school forms, Microsoft Office training, and quick access to external resources for all Staff and Faculty.
- Obtained, configured, installed and supported computers and printers in the various dorm buildings for students use for study and completion of major papers and homework.
- Redeveloped and strengthened the content of courses under jurisdiction as instructor.

TIMES SQUARE CHURCH — New York, NY
Systems Administrator (5/5/03 to 4/2/10)

Primarily responsible for the assessment, ordering, configuration, installation, maintenance and repair of all computer and networking equipment for the organization. Possessed general jurisdiction over the technical and administrative operation of the IT branch of the organization's multimedia department. Managed over 100 client systems, Accounting and Print servers, software licensing and peripherals in addition to the configuring, installation and support for the networking equipment for the homes of various members of the executive staff.

Key Accomplishments:

- Provided technical administrative support for Windows systems including upgrades, backups, user account setup and virus mitigation.
- Performed and monitored nightly backups and resolved issues.
- Involved in organization-wide Windows deployment projects, pre-migration system backups, user data transfer and business application loading.
- Worked on application compatibility testing, backing up and restoring user data, and upgrading RAM and hard drives as required.

EDUCATION

Lancaster Bible College—Lancaster, PA

Bachelor of Science, 2012

Summit International School of Ministry—Grantville, PA

Diploma, 2003

PERSONAL

Happily married for over fourteen years with five great children. Enjoy reading, learning, good food and technology.

Designed, configured, manage, support and continually optimize a small network at personal residence. Home environment consists of 20 systems (3 servers, 9 desktops – two of which were built from scratch, 5 notebooks, 1 Microsoft Surface, 1 Chromebook), Pfsense firewall, Ubiquiti wireless access point, two shared printers, several Kindles, and Android phones. The computer systems run one of the following operating systems respectively: Windows 10 Professional, Windows 10 Home, Chrome OS, Ubuntu 18.04, FreeNAS, XCP-NG, Pfsense 2.3, and Univention Server.

Continually seeks to develop professionally. Stays abreast of new technologies and grows in knowledge of existing ones by consistently reading various tech sites, taking online IT training courses (Coursera, Linux Academy, LinkedIn, Udemy and on YouTube), and personal testing. Completed an online course entitled “Linux in the Real World” by known Linux guru and author Jason Cannon. Within this course, testing of many other skills and technologies were explored (Icinga, Graphite, Grafana, Elasticsearch, Kibana, Rsyslog, and others).