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JAMES ROTH

OBJECTIVE

I am currently looking for a full time position in an environment that offers a greater challenge.

TECHNICAL SKILLS

- A+
- Network+
- MCTS
- Operating Systems: Windows XP, Windows 2000, Windows Vista, Windows 7, Windows 8.1, Windows 10, Microsoft Server 2008 R2, Microsoft Server 2012 R2
- Software: Symantec Antivirus, MS Office 2003/2007/2010/2013 and 2016, MS Visio, Remote Desktop, Internet Explorer, Firefox, Safari, Chrome, Cisco Jabber, Vmware ESXi, Microsoft HyperV, Microsoft DHCP, Microsoft DNS, Microsoft Active Directory, Microsoft RDS, Microsoft DFS, Dell KACE
- Hardware: Modems, Cisco Routers, Cisco Switches, Desktops, Laptops, Tablets, Smartphones, Ubiquiti AirOS products, Mikrotik, Ruckus, Dlink Switches, HP switches, Dell Switches, Security IP Cameras, Ubiquiti Unifi APs, SonicWall Firewalls

PROFESSIONAL EXPERIENCE

Nexus – Indian Oaks Academy. Manteno, IL

May 2017 to Current

Sr. IT Coordinator

- Administration of 25 servers running a mixture of Server 2008 and 2012 R2 in a mixed physical / virtual and HyperV / VMWare environment.
- Account, permission and network drive management for 350+ clients using Active Directory.
- Management and administration of Windows Server 2012 R2 Hyper-V environment.
- Dell enterprise hardware support, including: VRTx, Poweredge M630 blade servers, MD3000i and MD3200i storage.
- Management and administration of VMWare ESXi environment.
- Mailbox and distribution list management using Microsoft Exchange 2010.
- Image creation, customization, management and deployment of Windows 7 and Windows 10 desktop computing environment using MDT.
- User and machine specific preference management using GPO.
- Enterprise software delivery and access management via-GPO and Active Directory.
- Backups management for the Windows Server Environment using Avamar (EMC).
- iOS Upgrade, Backup Configuration Retention, Port / VLAN management in a mixed HP Procurve / Cisco switching environment.
- Remote location VPN and Web Content Filtering using Dell Sonicwall.
- Cisco VOIP phone environment administration. Phone service delivered via-SIP Trunks and managed with Cisco Call Manager.
- Remote Access Administration using Microsoft RDS for RDP and Remote Application availability.
- Supervise, grow, and develop 1 IT Technician.

Nexus – Onarga Academy. Onarga, IL

December 2012 to May 2017

IT Technician

- Install network equipment, along with running all new cabling, conduit, and proper terminations
- Provide any technical assistance to employees and residents on campus with any technology related equipment
- Help enforce policies regarding IT systems
- Setup video conferencing software with Clients over phone or via remote desktop
- Install security cameras and verify connectivity with the correct staff
- Use tools such as: telnet, ssh, ping, traceroute, arp, ipconfig
- Worked with Dell, HP and Cisco switches

Pavlov Media Inc. Champaign, IL

July 2012 to December 2012

Tier 2 Technical Support / National Field Operations Dispatcher

- Accept calls from angry customers that just want their service to work, and refuse to troubleshoot, try and get them calmed down and try and troubleshoot as much as

possible without having to escalate the problem and send a technician out on a call that is not a physical issue.

- Work with Field technicians and coordinate the best possible solution to the problems at hand to best suit the customer's needs and the properties needs while trying to be the best fiscally that we can be.
- Accept calls from tier 1 technical support and continue the deeper down troubleshooting of the network and try to resolve issues as quickly as possible.
- Call back frustrated customers to verify that their solution was fixed and everything was resolved to their satisfaction.
- Order equipment and have it ready onsite for technicians before they get there to make sure everything goes smoothly while onsite.
- Use tools such as: telnet, ssh, ping, traceroute, arp, ipconfig, slingbox, ir controllers, and web gui to assist in getting customers video and data service back online
- Worked with Dell, HP, Dlink, and Cisco switches on site, including switches.
- Worked with Mikrotik, Ruckus, Cisco, Ubiquiti, and multiple other access points remotely to get them configured correctly.

Mikes Service Center Watseka, IL

June 2010 to Current

Computer Consultant

- Consulted for new equipment
- Setup LAN
- Remote Desktop
- Secured connection of DVR system from other office to be view at main office
- Setup network printing / file sharing
- Setup up firewall
- Setup an automatic backup program

Wal-Mart Stores Inc. Champaign, IL

October, 2010 to Aug 2012

Asset Protection Associate

- Performed upgrades for camera equipment, DVRs, CCTV and network troubleshooting
- Safety Team Leader - Communicate safe work practices at weekly meetings, Review accident trends and find ways to reduce accidents, Lead by example safe work practices
- Performed Internal Investigations - Investigate employees for integrity violations, policy violations, find billing and receiving errors that result in shrink in the company
- Investigated and prosecuted customers who steal from the company while still being respectful and following company policy

- Enforced policies throughout the company

Southern Illinois University Carbondale, IL
January 2010 to May 2010
Student Center ID Office

- Used Symantec Ghost to setup multiple laptops that we loan out to students
- Produced Student IDs
- Collected money from city buses and deposit them to the student center business office

EDUCATION

Walden University Minneapolis, MN
Information Technologies – Networking and Operations

Southern Illinois University Carbondale, IL
Information Systems Technologies

Parkland College Champaign, IL
Network System Administrator

- Have done multiple projects that include setting up and deploying Cisco Routers and Switches
- Done multiple projects that dealt with the deployment of Microsoft Server 2008 and setting up clients
- Was teacher's aide in an entry level class at Parkland for students to learn Microsoft Office. We taught the basics on Word, Excel, and PowerPoint