

ALEX FITZPATRICK

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Dallas, Texas

IT PROFESSIONAL

Systems & Network Administration

Dedicated, driven and intelligent Vice President of IT has more than 18 years of cumulative experience in IT operations, Management, Network Administration and Help Desk Support. Versatile candidate excels in communicating, resolving problems and troubleshooting, project management, on-budget delivery and using natural abilities in analyzing concerns and developing appropriate solutions within reasonable timeframes. Flexible professional functions well either as a team leader or a team player; demonstrates keen abilities in work prioritization/organization, conflict resolution, process development, ticketing and issue documentation, technical training, and interpersonal relations.

Certification, Architecting on AWS, Nov 2012

Proven leader maintains strong background and knowledge in testing, vendor relations, strategic planning, allocation, wireless technologies, data backup and recovery. Reliable candidate is seeking a challenging role in Network or Systems Administration, ideally with a leader in the industry.

- ✦ Microsoft, & CompTIA Certified Professional
- ✦ Technical Support Operations
- ✦ Procedure Development & Implementation
- ✦ Skillful Team Leader, Mentor & Motivator
- ✦ Exceptional Project Management Abilities
- ✦ Operational Efficiency & Budgeting

PROFESSIONAL EXPERIENCE

RoyalX Institute, Inc

Jan 1999 – Jan 2019

Vice President, Information Technology (Oct 2015 – Jan 2019)

- ✦ Played integral role in the creation and implementation to guide short and long-range technology planning; **built strong working relationships with IT vendors**, provided guidance and strategies for maintaining key business applications and systems.
- ✦ Oversaw the execution of hardware and software upgrades; **delivered outstanding support in all complex trouble tickets**, providing swift resolutions for the Help Desk staff to follow to ensure success.

IT Manager (Feb 2008 – Oct 2015)

- ✦ Provided knowledge and guidance in all security administration functions; offered technical support to end-users, and managed problem resolutions and escalation within the helpdesk system; **orchestrated operations strategies for a strong IT team of 3**, including a Network Engineer, Message Administrator and Help Desk Technician.

Network Administrator (Jan 2004 – Feb 2008)

- ✦ **Delivered top support to boost network servers and boost performance**; applied updates, installed new hardware, applications and oversaw the creation and maintenance of new user accounts, permissions, passwords and upgraded corporate networks and in-house servers as needed.

Help Desk & Network Technician (Jan 1999 – Oct 2004)

- ✦ Demonstrated an exceptional ability to balance system needs to technology requirements; **aligned solutions while working on all large-scale upgrades and installations.**
- ✦ Quickly diagnosed, organized, and prioritized competing priorities on all repair, maintenance of computer systems, hardware, peripherals and telephony; **applied new and innovative solutions to the technical challenges.**

EDUCATION & TECHNICAL SKILLS

Auburn University, Network Engineer Program, 1998 – 2000
AWS Architect Associate & Professional, Currently Studying

Windows Vista 7/8/10 ✦ Mac OS ✦ Microsoft Office Suite ✦ Microsoft Exchange ✦ SQL Servers ✦ Windows NT 4.0, 2003, 2008, 2012 and 2016 ✦ DHCP ✦ DNS ✦ Active Directory ✦ Enterprise Antivirus ✦ Conference Systems ✦ Sonexis | Zoom ✦ VMware 5.0, 60 ✦ Barracuda Spam Filter ✦ Checkpoint Firewall

CERTIFICATIONS

Microsoft Certified Professional, MCP ✦ Microsoft Certified Solutions Expert, MCSE
✦ Microsoft Certified Solutions Associate, MCSA ✦ CompTIA A+