Zane Gray

Working in and around Orange County, FL.   Contact zane.jobs2020@gmail.com

Resourceful IT Professional who consistently responds to wide range of technical challenges with focused and creative approach. Skilled in maximizing productivity by patching and upgrading various applications, planning, installing and configuring Windows Servers and Workstations. Highly effective at problem solving and decision making.

Skills

Windows desktop and server platforms, Linux (Ubuntu, CentOS), Dell Hardware – all platforms, Peripheral Devices – printer, scanners, copiers, and plotters, Inventory Management, Data Recovery, System Security Management, Imaging Support and Upgrades, Encryption Technologies, VPN, Two-Factor Authentication, Firewall Management, Antivirus Management, Point of Sale Management, SaaS, Cloud Computing and Storage, Active Directory Management and configuration.

Applications

Microsoft System Center – SCCM, SCOM, SCSM, Microsoft BitLocker, PowerShell, Tenable IO, Symantec, VMWare, Hyper-V, Putty, Zendesk, JIRA, Service Now, CRM ,

Work History

12/21 – Present | Self Employed

08/21 – 11/21 | Transaction Data Systems Orlando, FL. | Technical Support Agent

- Inbound / Outbound call center representative supporting multiple levels of software and hardware related issues; Windows and Linux platforms.
- Identify client needs, clarify information and research issues to provide resolution on first contact.
- Maintains a high rating for each metric that the company used to rate call associates while also receiving continual praise from clients.

08/20 – 08/21 | Pandemic Covid19 Self Employed

01/20 – 08/20 | Live OPS Remote | Technical Support Agent

- Inbound call center representative supporting multiple levels of software and hardware related issues.
- Identify client needs, clarify information and research issues to provide resolution on first contact.
- Maintains a high rating for each metric that the company used to rate call associates while also receiving continual praise from clients.

05/19 – 10/19 | OnSolve Technologies Ormond Beach, FL. | System Security Administrator

- Procedural security management of OS platforms (Windows / Linux) and related software applications.
- Procedural patch management and vulnerability management of critical live systems.
- Procedural compliance management for PCI/DSS and elevated data access levels.

Previous Work History

07/14 – 01/19 | Lost Lake RV Resort Claircona, FL. | IT Support Manager

12/16 – 01/18 | Work for: Bank of America Longwood, FL. | System Administrator II

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Previous Work History (Continued)

08/16 – 12/16 | Work for: Alere Health Care, Maitland, FL. | System Administrator

09/15 – 04/16 | Work for: Charles Schwab Maitland, FL. | System Administrator

04/14 – 06/15 | Sears Home Improvements Longwood, FL. | System Administrator II

04/07 – 02/13 | L-3 Communications CyTerra Orlando, FL. | Senior Desktop Support Specialists

Certification and Educations

08/10 | International Academy of Design and Technology Orlando, FL. | B.S. Systems Administrations

01/05 | CompTIA A+ Certifications