

# Jonathan Griffith

Sacramento, CA | | (916) 588-5416 | Mcgruff28@yahoo.com | linkedin.com/in/jonathan-j-griffith

## IT System Administrator

Certified System Administrator with 9+ years of demonstrated success providing technical support that enables internal and external end users to perform their jobs seamlessly and effectively. Astute professional who brings exceptional problem-solving skills, sound decision making, attention to detail, persistence, and optimism to each assignment. Hands-on service minded individual who consistently strives to ensure technical needs of users are resolved effectively, efficiently, and in a timely manner. Collaborative team player who adds value to a company culture through open communication, authenticity, humor, and hard work. Effective communicator with strong relationship building skills and the ability to establish trust among peers and key stakeholders.

### *Additional Competencies*

System & Software Administration | Architecture & Infrastructure Planning | Hardware & Software Support | Network Security | Cloud Computing | Network Troubleshooting | Windows Server Management | IT Asset Management | Root Cause & Technical Analysis | Deployment & Migration | Remote Technical Support | Storage Area Network | Network Configuration & Administration | Mobile Device Management | Virtual Desktops | Project Management | Resource Management | Planning & Organizing | Analytical Thinking | Emotional Intelligence | Continuous Learning | Ambitious | Resilience

### *Technical Proficiencies*

Windows Server 2008 - 2019 | Windows OS XP to OS 11 | Azure Active Directory | Microsoft 365 | Microsoft 365 Tenant | Bitdefender Gravity for MSPS | Datto Network Monitoring | Datto and Ubiquiti Switches & Routers | Citrix | SCCM | VMware | ServiceNow | Microsoft Endpoint Configuration Manager | Microsoft Exchange | Microsoft Defender | Intune | Linux | Cisco VPN | Cybersecurity | Cloud Security | AWS | Remedy | Teams | VOIP | Zoom | JAMF

Averro/Primed Sacramento, California

Oct 2023 -

Present

### **Senior Field Technician**

- Field incoming requests from end-users via ServiceNow ticketing system, email, telephone, and established support channels.
- Utilize knowledgebase, FAQs, and collaborate with peers to efficiently resolve end-users' issues.
- Setup, configure, and add computer-related hardware, including laptops, desktops, and VDI.

- Travel between Client's offices in Stockton, Sacramento, San Ramon, and Oakland to provide on-site support when needed.
- Successfully deployed and configured virtual desktops using Citrix XenDesktop and VMware Horizon, ensuring seamless user access and optimal performance.
- Assist users with issues during the migration, ensuring seamless VDI access for uninterrupted work.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Contribute to ongoing projects, actively participating to identify and resolve issues for smooth project execution

Smile Business Products Inc. – Sacramento, California  
2023

August 2022 – August

**Systems Administrator**

- Install, configure, maintain, and upgrade Microsoft Windows server 2016-2019 operating systems and applications.
- Leveraged Microsoft's Hyper-V virtualization technology to effectively administer servers, including creating and deploying diverse OS-run virtual machines for application deployment and testing.
- Implemented Ubiquiti UniFi networks to provide stable, high-performance wireless connectivity for internal environment, ensuring optimal user experience and network availability.
- Maintained Proofpoint email security solutions, safeguarding against phishing, malware, and other email-borne threats.
- Established stable network services for clients, guaranteeing uninterrupted communication across project teams. Maintained reliable access to critical systems/data by supervising Microsoft 365 tenants, Azure Active Directory, onsite Active Directory of internal/external customers.
- Configured and managed 50 SonicWALL firewalls for secure site-to-site VPN tunnels, ensuring efficient and reliable communication across geographically dispersed locations

Intel, ACS Solutions - Folsom, California

May 2021 – August 2021

**Systems Administrator**

- Spearheaded installation of end-user security systems and software patches, updated drivers, and upgraded Windows 10 OS to increase device performance, correct errors, eliminate bugs, improve reliability, and reduce security vulnerabilities for 5000+ laptops.

- Conducted testing and collaborated with Windows 10 Build Team to ensure all patches and driver upgrades were effective and ensure there were no adverse effects on upgraded systems.
- Provided work instruction and system design documentation around preparation, procedures, and deployment of patches, drivers, and system upgrades.

Micron Technology (Randstadt Staffing) - Folsom, California      March 2020 - September 2020

**System Administrator**

- Troubleshooted and fixed local system issues in a timely manner to reduce downtime and ensure maximum end-user productivity.
- Created master computer images to optimize technology, improve security, and efficiently configure numerous devices.
- Used Active Directory and SCCM to update and patch systems, track system inventory, and manage remote-control capabilities.
- Collaborated with customers, internal staff, and stakeholders to plan, implement, and integrate system projects.
- Led VOIP user phone system project to transition from Skype to Microsoft Teams.
- Configured and deployed Apple laptops to appropriate end-user.
- Loaded software, granted permissions, and configured hardware for newly onboarded employees.
- Utilized ticketing systems to manage, prioritize, and process support requests and actions taken.
- Patched software and installed new versions to eliminate security problems and protect data.

Trofholz Technologies – Rocklin, CA      September 2019 – March 2020

**System Administrator**

Health Net/Centene - Rancho Cordova, California      April 2016 – September 2019

**IT Support Specialist**

Vitesse Recruiting/American Water - Sacramento, California      July 2014 - July 2015

**System Administrator**

Asher College  
Sacramento, California  
2012

**Information Technology**

GPA: 4.0/4.0

Certifications: Microsoft 365 Security Administrator | Qualys Endpoint Detection and Response | Qualys Patch Management | Azure Fundamentals | Qualys Vulnerability Management | Microsoft Identify & Access Administrator Associate | MCITP-E | Microsoft Security Operations Analyst

