

Randy Wade

Jr. Systems Administrator

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Experience

Analyst, Operations Support, Polk County Public Schools

07/2024 - Present

- Create and maintain all accounts within Active Directory
- Ensure all staff have appropriate Office licenses and mailboxes created.
- Analyze 365 security detections and remediate accounts as necessary
- Created a SharePoint for all school admin within Polk County for file sharing, consisting of over 50 schools.
- Participate in testing SAP software utilizing evolve and transporting the CRs to the appropriate environment.
- Utilize incident IQ for ticketing issues related to access management, security notifications, and any other issues that came up.
- Maintain distribution lists and security groups in active directory
- Create daily reports on systems status ensuring that all systems were up and running correctly.
- Utilize Exchange Admin, Microsoft 365 Admin, and Microsoft Security Center to check all accounts and alerts.
- Used PowerShell to create on-premises mailbox accounts for exchange if there were any mailboxes that had issues being created.

Computer Support Technician, Polk County Public Schools

02/2024 – 04/2024

- Troubleshoot and repair iPads
- Utilize incident IQ for documentation as well as charging student accounts
- Assist with other repairs as needed.
- Able to repair 20+ iPads per day
- Diagnose multiple issues across printers, laptops, external hardware, and iPads.

Network Manager, Polk County Public Schools

08/2021 – 02/2024

- Collaborate with end-users to diagnose and resolve technical issues promptly, ensuring smooth operations.

- Utilizing SAP for inventory management and ticketing, efficiently managing repair requests and tracking hardware assets.
- Monitor switch status and operations using SolarWinds, ensuring optimal performance and minimizing downtime.
- Assist in fiber connections and ensure network connectivity across the entire campus.
- Perform patch management on local file sharing server and maintaining print server through Hyper-V.
- Utilize Active Directory to manage user accounts, resolve account lockouts, and maintain mailing directories.
- Diagnose and resolve network-related issues, ensuring efficient data flow.
- Provide support for Office 365 products, troubleshooting and resolving user issues.
- Deploy and administer over 1,000 devices, including Windows and Apple devices, for students, teachers, and administrators.
- Maintain backup systems of critical operations components to allow continuation of learning.
- Maintain switches, patch cabling, and wire management for efficient network infrastructure.
- Assist in setting up VLANs for the entire school.

Service Desk Analyst, Advent Health

01/2021 – 08/2021

Assisted customers over the phone in a healthcare setting, troubleshooting issues with over 1,000 applications.

- Collaborated with coworkers to develop solutions for various technical issues, ensuring prompt problem resolution.
- Utilized ServiceNow ticketing system to log and escalate issues, ensuring efficient tracking and resolution.
- Promptly troubleshoot web-based and software applications, minimizing downtime and ensuring smooth operations.
- Resolved hardware and network-related issues, providing technical support to users.
- Assist physicians and users on use of EMR systems while maintaining confidentiality agreements on patient records.
- Ensured compliance of security procedures to company's standard operating procedures.
- Use various SaaS products and solutions.

Education

In Progress

Bachelor's Degree, Cloud Computing, Western Governor's University

2019

Associate degree, Applied Technology, Wilmington University

Skills

Project management

Data analysis

Communication

Organization

Problem-solving

Management

Operating Systems: Linux (Ubuntu, CentOS), Windows Server (2016, 2019)

Scripting and Automation: Chef Workstation, PowerShell

Cloud Platforms: Amazon Web Services (AWS), Microsoft Azure

Cloud Solutions: SaaS, IaaS, PaaS

Virtualization: VMware vSphere, VirtualBox
Networking: TCP/IP, DNS, DHCP, VLAN, VPN
Monitoring and Management: Active Directory, JAMF, Ivanti, SCCM
Database: MySQL, SQL Server
ITIL Framework
Troubleshooting and technical support
Strong problem-solving skills with researching issues
Excellent communication and interpersonal skills

Certifications

CompTIA A+	CompTIA Network+	CompTIA Security+	CompTIA Project+
ITIL V4 Foundations	AWS CCP	LPI Linux Essentials	

Projects

Cloud Resume Challenge: Create a website showcasing AWS and my resume in a website format. Create a CI/CD solution implementing GitHub and HTML, CSS, and JavaScript. AWS solutions implemented is Route 53, lambda, Dynamo DB, CloudFormation, IAM, Certificate manager, S3, API Gateway, and CloudFront.

Home Lab: Made a vm environment utilizing 4 databases acting as if they were on opposite sides of the country creating a VLAN where I took an instance of pfSense and dropped the firewalls to make the instance act like a virtual router. I also had a jump box instance added that I could remote into each of the other instances with to make any configurations as if they were actual servers.