**Baldwin** **Dakota**

Moapa Valley, NV | +16203139894

baldwins@usa.com | https://justanerds.site/

System Administrator with five years of professional experience

Proven track record of supporting large-scale system migrations and driving automation

Adept at identifying innovative solutions to enhance organizational effectiveness.

**EXPERIENCE**

**IT Support Technician III** Mar 2021 - Jul 2023

Onshore Outsourcing

* Automated password reset system that streamlined Active Directory resets.
* Conducted training sessions for end-users on software, hardware, and network standards/processes.
* Documented customer support processes and procedures.
* Implemented IT help desk systems and tools.

**Travel and Labor Experience** Oct 2019 - Feb 2021

Various Employers

* Demonstrated adaptability by excelling in ever-changing work environments.
* Leveraged problem-solving skills to effectively address challenges encountered in various labor roles.
* Honed communication abilities by collaborating with individuals from diverse backgrounds and cultures.
* Exhibited a strong work ethic, showcasing dedication and commitment to tasks and responsibilities.

**IT Manager** Jan 2018 - Oct 2019

Best Western Plus - Ruby's Inn

* Led and managed a team of IT professionals.
* Oversaw recruitment, training, and performance evaluations.
* Managed the annual IT budget.
* Monitored daily operations.
* Coordinated technology installations, upgrades, and maintenance procurement.
* Optimized information systems through testing, troubleshooting, and modifying.
* Generated performance reports and analyzed operating systems.
* Ensured IT activities were in compliance with relevant laws, codes, and regulations.
* Developed disaster recovery plans and backup procedures to mitigate data loss risks.

**EDUCATION**

**High School Diploma** 2012 - 2016

*Moapa Valley High School, Moapa Valley*

**SKILLS**

**Expert in:** POSIX, BSD, Windows Administration

**Intermediate in:** Docker, PowerShell