

Baldwin Dakota

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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