**Joseph A Morrow**

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**Lockport, IL 60441**

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**CAREER OBJECTIVES**

Highly focused in learning the ever advancing technology field and implementing solutions for IT issues to not only advance myself but the company in making daily tasks easier, more productive and cost effective.

**TECHNICAL SUMMARY**

|  |  |  |  |
| --- | --- | --- | --- |
| Lan/Wan troubleshooting | DNS | Symantec/Altaro Back Up | CRM 2016 |
| Network Administrator | SQL Lookup/Reporting | Lotus Notes | Great Plains 2018 |
| SonicWall Administrator | Hyper-V, VMware | Riverbed | ProjectManagement |
| Avaya/Comcast Phones | Microsoft Office 2013/2016 | VNC/Logmein/RDP | SharePoint 2019 |
| Wi-Fi Management | ExacqVision IP Cameras | O365 Email Administration | Vector Card Access |
| Ecomm Management | Web Design/Management | BitDefender Administration | Power Bi Reporting |

**PROFESSIONAL EXPERIENCE**

**Schoolkidz,** Woodridge IL 9/15-Present

IT Specialist

* Network Administrator, manage DNS, DHCP, AD, GPO and monitor network performance and issues within our infrastructure.
* Dell Firewall Administrator, create/manage rules and manage VPN and sonicpoints.
* CRM Administrator, support and maintain our CRM backend as well as frontend.
* Support GP with technical issues and training.
* O365 Exchange Admin, manage licenses, create/delete users as well as mailboxes.
* Support website/ecomm, minor changes and act as a liaison between us and our vendor.
* SharePoint Administrator, manage sharepoint for technical issues, creating lists/pages/workflows.
* Create reports in SQL, Crystal Reports, and Power Bi for every department.
* Manage and support all applications used within the business.
* Project management on new implementations, updates, decommissions

**Illinois Marine Towing**, Lemont, IL 1/13-9/15

Help Desk Technician

* Update Website information as needed.
* Daily backups of data using Symantec.
* Adding new users via AD, Lotus Notes, and set up of workstations.
* Daily help desk ticket resolution via VI ticketing system in a 300+ user environment.
* Vipre Anti-virus administration and support.
* Managed 5 locations for internet connectivity and DVR/NVR maintenance/support.
* Avaya phone administration and support.
* Manage 9 Boats equipped with Laptops, GPS computer with AIS, DVR computer, and other misc. electronics onboard.
* Involved in developing and planning of new technology for the business needs as we grow.
* Building new VM’s as needed in VCenter.

**EDUCATION**

ITT Technical Institute, Burr Ridge, IL

**Bachelors of Applied Science, March 2011** Major: Information Systems Security

**Associate of Applied Science Degree, March 2008** Major: Computer and Electronic Engineering Technology

**A+ Certified -** November 2009