



ANDREW SCHOEN

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Summary

Skilled System Administrator known for maintaining reliable and consistent uptime in higher education. I am dedicated to providing stability through system availability and ready to take responsibility for hardware, data, and infrastructure health. Providing impactful preventive maintenance services and responsive remediation measures. Highly skilled IT professional with a background in systems administration, maintenance, and end-user training. Capable in administering and maintaining complex systems, including Microsoft operating systems, virtual infrastructure, hyperconverged infrastructure, and more. I am seeking to leverage IT experience to take the next career step within UW System Administration as the System & Engineering Manager.

Skills

- Infrastructure updates
- Server improvements
- Diagnosing issues
- Technical support
- System updates
- Hardware expertise
- Server and System Administration
- Vulnerability remediation
- Troubleshooting and Maintenance
- Enterprise Technology

Experience

System Administrator 07/2021 - Current

UW-Shared Services Service | Madison, WI

- Set up user accounts, permissions, passwords, and defined network policies and procedures.
- Protect system by defining access privileges, control structures, and resources.
- Security, administration, deployment, management, and ongoing support of enterprise computing systems.
- Implement security improvement by assessing current situation, evaluation trends, and anticipation requirements.
- Manage enterprise infrastructure to assure maximum availability
- Orchestrated and oversaw upgrades to system hardware and software.
- Researched, recommended, configured, and supported hardware and software for multiple departments.
- Administration of VM Ware, Nutanix Hyperconverged, Qualys Security Appliance, directory services, database Upgrades
- Fix detected vulnerabilities to maintain a high security standard.
- Server Patching and vulnerability remediation.

System Administrator 07/2019 - 06/2021

University of Wisconsin La Crosse | La Crosse, WI

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Technical Support Consultant

12/2018 - 06/2019

University of Wisconsin La Crosse | La Crosse, WI

- Assisted customers with various types of technical issues via email, live chat, and telephone.
- Support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Maintained helpdesk and maintenance activities between customer calls and vendor interactions.
- Documented customer complaints and inquiries for use in technical documentation and bug tracking.
- Managed customer system updates, informing clients of installation progress stages.
- Set up new desktop systems and configured laptops for incoming employees and loaded required software and server permissions.
- Delivered local and remote Tier 1 IT support for hardware and software to campus personnel.
- Server Patching and vulnerability remediation.

Information Technology Specialist III

09/2011 - 08/2018

Minnesota State College Southeast | Winona, MN

- Created new accounts, reset passwords, and configured access to servers and file management software for users.
- Administration virtualization of servers using Microsoft Hyper-V
- Image Now (Perceptive Contact) administrator
- Kept hardware and software systems current with latest patches and current licenses.
- Security, administration, deployment, management, and ongoing support of enterprise computing systems.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Maintained and controlled server room, wireless network, and server infrastructure.
- Built and maintained successful transition from on-site Exchange to Office 365.
- Mentored student employees to provide professional development and skill enhancement.
- Server backups and restore using Symantec Backup Exec
- Provided onsite IT and AV technical support for 80 staff members.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Managed student workers timesheets, budget, daily assignments, and training

Information Technology Specialist II

10/2009 - 08/2011

Minnesota State College Southeast | Winona, MN

- Kept hardware and software systems current with latest patches and current licenses.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Image Now (Perceptive Contact) administrator
- Built and maintained successful relationships with service providers, vendors, dealers, faculty, and staff.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.
- Coordinated installation of software systems and collaborated with users for implementation.

Desktop Support Technician II

06/2008 - 09/2009

Logistics Health Incorporated | La Crosse, WI

- Resolved service requests by individually troubleshooting and addressing user issues.
- Installed and configured printers and scanners and reset default device passwords to prevent cyber-attacks.
- Performed daily maintenance of computer systems to keep network processes fluid.
- Prioritized and fielded IT ticket requests, providing technical support, troubleshooting, and issue resolution to maintain system performance levels.
- Oversaw daily performance of computer use and maintenance.
- Assisted end users with diagnostics to resolve issues.
- Tracked hardware assets, ordering equipment to maintain accessible inventory.
- Provided senior technical support to both in-house staff and user departments for network applications.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Removed malware and viruses from laptops and desktop systems using specialized software.
- Mentored Desktop Support Technician I

Desktop Support Technician I

11/2006 - 06/2008

Logistics Health Incorporated | La Crosse, WI

- Resolved service requests by individually troubleshooting and addressing user issues.
- Handled maintenance tasks to promote improved network availability.
- Surveyed and supported technology assets to maintain business continuity.
- Oversaw bug reports and completed resolutions within adequate timeframes.
- Applied internal policies and procedures to new desktop system onboarding processes, installing required software and peripherals per guidelines.
- Oversaw daily performance of computer use and maintenance.
- Assisted end users with diagnostics to resolve issues.
- Tracked hardware assets, ordering equipment to maintain accessible inventory.

Solution Sales Engineer

05/2003 - 11/2006

EO Johnson Company | La Crosse, WI

- Provided training and product support for other members of the sales team.
 - Planned various product configurations to meet diverse customer needs.
 - Maintained La Crosse office hardware infrastructure.
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Education and
Training

Associate Degree- Microcomputer Specialist
Western Technical College | La Crosse, WI

05/2003

Associate Degree- Network Specialist
Western Technical College | La Crosse, WI

05/2003

Bachelor's degree: Information Science and Technology (enrolled)
University of Wisconsin Milwaukee | Milwaukee