Kenneth P. Ross
3553 Springhill Ave, Inkster, MI 48141
(313) 908-3222 (Cell)
kross3.kr@gmail.com

PROFILE:

Dedicated IT Professional with a proven track record of 10 years of Information Technology experience. I am very adaptable and able to multitask in the constantly changing technical environment. I am looking to obtain a challenging position that will offer me growth, and allow me to utilize and enhance my skills and abilities.

Key Strengths and Competencies

• Excellent Communication Skills	• Creative Problem Solver
• Results Oriented	• Strong Analytical Abilities
• Self-Motivated	• Cross-functional Team Building
• Attention to Detail	• Enthusiastic

Technical Expertise

- CompTIA A+ Certified IT Professional Technician (Grandfathered 2009)
- CompTIA Network+ Certified IT Professional Technician (Grandfathered 2011)
- CompTIA Security+ Certified Professional IT Technician (2011-2014)
- Experience installing and supporting Microsoft server and VMware infrastructure
- Knowledge of several ticketing systems
- Knowledge of and experience in customer service best practices
- Experience as a liaison between customers and technical escalation teams
- IT Security Management Experience
- IT Networking and Telecom Experience
- IT Disaster Recovery Experience
- IT experience in a Health Care services

Employment History

IT NETWORK ADMINISTRATOR, 1/2018-4/2020
Wellspring Lutheran Services – Oak Park, MI

- Planned, designed, and implemented data connectivity for local area network (LAN) and wide area network (WAN) systems
- Assisted in coordinating special projects including network related wiring plans,

LAN/WAN
hardware/software purchases, and system installation, backup, maintenance and problem solving

- Assisted in providing network and remote connectivity hardware/software support
- Maintained LAN user documentation including hardware/software applications, support logs and other related information
- Installed, designed, configured, and maintained system hardware and software
- Researched and recommended network and server hardware and software
- Analyzed and troubleshot network logs and tracks the nature and resolution of problems
- Assisted IT Security Administrator to establish and maintain file sharing, access privileges, and monitors usage to ensure security of data and access privileges
- Installed, supported, and maintained both physical and virtual network servers and appliances
- Installed, maintained, and troubleshot Storage Area Network (SAN)
- Performed daily server backups
- Researched, analyzed, monitored, troubleshot, and resolved server or data network problems
- Planned, recommended, and assisted in the design of telecommunications systems; research and recommend telecommunications equipment
- Coordinated the ordering and installation of telecommunications and data systems equipment and cabling
- Researched, analyzed, troubleshot, and resolved telecommunications related problems
- Assisted the IT Director in coordinating and breaking down monthly network and telecom related invoices
- Developed and implemented telecommunications operational procedures
- Created and/or modified voicemail and call features

IT SYSTEMS ADMINISTRATOR I, 6/2015-1/2018
 Wellspring Lutheran Services – Oak Park, MI

- Installed, maintained, and upgraded internal computer hardware and software systems
- Maintained a mixed technical environment including IIS, SharePoint, MS SQL Server, and Windows desktop applications
- Supported, maintained, and configured business applications; working with application vendors
- Performed troubleshooting, new system implementations, customer support, upgrades, patches, and required documentation
- Controlled user access and passwords; proposed and implement systems enhancements to improve reliability and performance of the systems; monitored application usage and performance

- Trained personnel on systems usage
- Produced reports and modifications as requested
- Managed Active Directory and level 2 and level 3 support
- Performed daily server backups
- Researched, analyzed, troubleshot, and resolved telecommunications related problems
- Installed, designed, configured, and maintained system hardware and software
- Researched and recommended network and server hardware and software

IT HELP DESK TECHNICIAN I, 7/2013-6/2015
Wellspring Lutheran Services – Oak Park, MI

- Level 1 support, responsible for first response in answering, commenting and replying to open incidents in the helpdesk
- Identified and organized tickets according to priority and escalated tickets as necessary to appropriate IT staff
- Completed O.S. Repairs, Spyware removal, virus removal, hardware, troubleshooting and upgrades
- Set up and maintained computer and computer peripherals. Performed research analysis on new IT technologies

IT SPECIALIST, 9/2012-5/2013
Metro Property Group - Dearborn, MI (Active Solutions Group)

- Provided IT support to 60+ users of four offices onsite, remotely, and in the field
- Performed research analysis of networking equipment, software, and service providers
- Managed computer and server environments, system backups, surveillance systems, network connectivity, and Sales and Investor Portals
- Supported applications: Quickbooks, Quickbase, MS office 2007, Adobe, and Google Apps

TIER I HELPDESK ANALYST, 5/2012-9/2012
Stefanini IT Solutions - Southfield, MI (Dunkin' Brands Unified Service Desk Project)

- Provided first level IT support to Dunkin' Brands franchise locations
- Provided support using knowledge bases, ticketing systems, and remote support
- Diagnosed, resolved, and escalated issues with POS systems, networking equipment, servers, and sales and inventory reporting systems

TIER I ADMINISTRATIVE SUPPORT ENGINEER, 11/2011-1/2012
Veeam Software- Columbus, OH (Dawson Resources)

- Supported Veeam Backup and Replication Software clients to resolve and escalate issues via telephone, e-mail and web conferencing tools
- Identified, troubleshot and analyzed virtual infrastructure technology, backup and

restoration of virtual infrastructures, SAN's, and server related issues

TIER III TECHNICAL SUPPORT REPRESENTATIVE, 6/2010-10/2011
Time Warner Cable (Spectrum Cable)- Columbus, OH

- Provided technical and non-technical support to customers, internal representatives, and technicians via chat, e-mail and telephone
- Activated all lines of services; detected outages and cable theft; troubleshot issues with cable, phone and computer hardware and software (Apple and Window based platforms)
- Setup and secured wireless home networking remotely; and assisted customers with CA Internet Security Suite. Investigated and resolved network, software, printing problems
- Ensured proper installation of cable modems, phone systems, and DVR/ Non-DVR cable converters
- Maintained, configured, added and reset passwords for e-mail and online services accounts

Performance Awards:
- Time Warner Cable Mid-Ohio Division Val YOU Recipient
- Certificate of Perfection (X3)
- Twice the Perfection(X3)
- A perfect Score (X2)
- Above and Beyond

Education & Development Training

Bachelor of Science Degree, IT, Network Management Specialization, 2014-Present
Colorado Technical University – Online

- 3.18 Grade Point Average

Bachelor of Science Degree, Network and Communication Management, 2009-2010
DeVry University – Columbus, OH\Online

- Cisco/CompTIA Scholarship from DeVry University

College Preparation High School Diploma, 6/2009

Eastmoor Academy High School – Columbus, OH

- Eastmoor Academy Top Intern of the year (2009)
- Eastmoor Academy Best Participation Award in Issues in World Literature (2009)
- Eastmoor Academy Theatre Harmy Award Outstanding Performance (2008-2009)
- Eastmoor Academy Most Improved Student in Algebra II (2007-2008)
- Eastmoor Academy Most Improved Student in Spanish II (2007-2008)
- Member of Eastmoor Academy High School Football Team (2005-2008)
- Member of Eastmoor Academy High School Mock Trail Team (2008-2009)
- Member of Eastmoor Academy High School Theatre (2008-2009)

IT Support and Services, 6/2009
Northwest Career Center – Dublin, OH

- IT Support & Services Class President, NWCC
- Cisco Networking Academy IT Essentials: Computer Hardware and Software Course Completion