

# Brian Mingo

Arvada, CO  
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To obtain a Jr. Systems Administrator position. Where through my diligence, dedication, willingness to learn while using and increasing my skills and knowledge, will allow me to advance and grow within the company.

## Work Experience

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### **Jr. Systems Administrator**

Developmental Disabilities Resource Center  
May 2018 to January 2021

- # Laptop deployment using a MDT server for new or laptops in need of a fresh Windows image deployed.
- # AD, Office365 account administration
- # CrowdStrike deployment and administration
- # Cylance administration and removal
- # Setup workstations for new employees
- # Provide instructions to employees, for new software or general inquiries
- # DialPad deployment and administration
- # Zoom and Teams administration and troubleshooting
- # Resolve Help Desk tickets (remotely and on-site)

### **Jr. Systems Administrator**

Aegis Premier Technologies  
March 2017 to February 2018

- # Create, update, patch and maintain web servers and FTP servers, using VMware VSphere / VCenter.
- # Create and manage AD and Office 365 accounts.
- # Create and submit purchase orders for new laptops and peripherals, once approved by the Director of IT.
- # Purchase, renew and install SSL Certificates and Domain names.
- # Setup workstations for new employees
- # Manage and setup VoIP phones and accounts.
- # Assisted in maintaining PCI and SOC compliance.
- # Install new physical servers and Storage arrays at off site Data Center.

### **Help Desk Technician**

Analytics Computers - Denver, CO  
April 2016 to February 2017

- # Take Phone calls from clients in need of technical support
- # Walk clients of all ages and lifestyles, on how to troubleshoot network connectivity.
- # Fix issues on client's computers by using remote software.
- # Setup printers/ troubleshoot printers remotely

- # Create AD accounts and Exchange mailboxes/distribution groups
- # Restore services on servers that are affecting remote applications
- # Remember the network setup and operating procedures for over 40+ client networks
- # Walk users through setting up an Exchange email accounts on mobile devices.
- # Repair laptops, Desktops, and mobile devices

## Help Desk Support

Foodservicewarehouse.com - Englewood, CO

June 2015 to April 2016

- # Troubleshoot and fix Desktop and Laptop computers
- # Troubleshoot Applications and internal website issues.
- # Clone and deploy OS images
- # Deploy applications
- # Active Directory Administration
- # Run and terminate Ethernet cable for CCTV's and Wireless AP's
- # Configure VoIP phones for new employees
- # Setup Monitors, Computer and Phone for new employees

## Network Cabling Technician

SmartWire Cabling - Denver, CO

February 2012 to May 2015

- # Install new Cat5e-Cat6A, Coaxial, and/or Fiber Optic Cable for office buildings or Data Centers.

## Education

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Arvada High School - Arvada, CO

2000 to 2004

## Skills

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- TECHNICAL: # Server Virtualization
  - # Troubleshooting PC's for viruses, Driver issues, OS booting problems.
  - # Installing Operating System onto new Hard Drives or Refreshing OS.
  - # Anti-Virus and Malware Troubleshooting.
  - # Installing PC Motherboards, CPU, RAM, Hard Drives, NICs' and various components'
  - # Installing, Maintaining and Troubleshooting Printers.
  - # Racking Network Equipment into Cabinets or Racks.
  - # Terminate RJ-45, Jacks, F-Connectors, and Fiber Connectors.
  - # Creating and Maintaining web servers.
  - # Knowledge of TCP/IP and OSI model.
  - # Knowledge of networking and routing protocols.
- SOFTWARE: Windows XP-10, MS Server 2012/2016, OS X, Office 365, VMware VSphere/VCenter, Hyper-V, QuickBooks, Sage, Symantec End Point Protection, CrowdStrike, Cylance, ManageEngine ServiceDesk, Samanage, Jira Service Desk, SysAid, TeamViewer, ConnectWise, Zoom, Teams.
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## Certifications and Licenses

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**04/2015 CompTIA A+ 220-801/220-802 ID: X9N7JBVMCPQEQ4XJ 05/2015  
CompTIA Network+ N10-005 ID: R66WWYC3BCRQQ4MK**