

DANIEL MURRELL

Resume Received

LinkedIn

SUMMARY

Meticulous System Administrator ready to take responsibility for hardware, data and network health. Provides impactful preventive maintenance services and responsive remedial measures. Tireless resource for supporting consistent and profitable operations.



EXPERIENCE

System Administrator, 03/2020 - Current IntuneWipro

- P1 - P4 tickets Hardware/Software, Managed Services, Support 800 local staff, Hardware Deployment
- Configured and maintained system hardware, software and network components.
- Monitored system performance to ensure optimal operations and identified potential issues.
- Installed, tested and evaluated new systems, applications and patches.
- Created user accounts and managed access rights for users.
- Developed scripts to automate routine tasks.
- Analyzed system logs to identify suspicious activities or anomalies.
- Provided guidance on best practices related to system administration procedures.
- Resolved complex technical problems within established service level agreements.
- Ensured compliance with all applicable laws and regulations regarding information security standards.
- Created configuration guides for deploying new desktops, laptops and mobile devices.

Allure-Desktop Support Lead, 06/2018 - 02/2019 Christie Digital

- Software and Hardware P1 - P4 tickets, Support 4000+ Global Clients, Data Analytics, Creating custom tools
- Provided technical support to end users in a corporate environment for desktop computers, laptops, and related peripherals.
- Installed and configured hardware, software and network components according to established standards.

CONTACT

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SKILLS

- Active Directory 3yr+
- Service Now, SCCM, Sharepoint, MS Office 5+ years
- O365 Admin
- Support Desk 7yr+
- Customer Service 10yr+
- Script Editing / Tool Customization / ITIL Certified (Wipro)
- Windows Migrations / Microsoft Intune
- Performance Testing
- Technical Solution Development
- System Upgrades
- Hardware Expertise
- Virtualization | Citrix & VPN
- Mainframe Backups
- Project Management

- Assisted with the setup of new computer systems as needed for end users.
- Coordinated with vendors on service requests such as repairs or replacements of defective equipment.
- Performed system upgrades including operating system installs, application installations and patching.
- Developed processes that improved customer satisfaction ratings while reducing response time on help desk calls.
- Implemented security protocols such as antivirus updates and firewall configurations.
- Prioritized and fielded IT ticket requests, providing technical support, troubleshooting and issue resolution to maintain system performance levels.

Desktop Support Lead, 09/2016 - 06/2018

Christie Digital

- Software and Hardware maintenance, 1 year Active Directory experience, Microsoft Office 365, 2 years Desktop Lead, 10 - 20 tickets per day, Supported 3000+ International endpoints, Support C-level Executives
- Troubleshooted network connectivity issues with routers, switches, firewalls and other networking equipment.
- Monitored system performance to ensure optimal functioning of all hardware and software components.
- Installed new workstations, laptops and other computer peripherals.
- Assisted with troubleshooting complex technical issues related to desktop applications and hardware devices.
- Maintained inventory of all IT assets such as computers, printers, phones.
- Conducted regular training sessions for staff members on proper usage of technology tools.
- Answered user inquiries to resolve computer software or hardware operation problems.
- Read technical manuals or attended conferences and seminars to maintain knowledge of hardware and software.

Supervisor, 05/2013 - 12/2016

The Home Depot

- Increased GM by 13% over 3 years in role, Grew Business & Increased Metrics, Technical Document Writing, Support B/C-level Executives
- Maintained accurate records of employee performance, attendance, leave requests, and disciplinary actions.
- Tracked progress on projects and provided timely feedback to staff members.
- Monitored employee productivity levels on a regular basis to identify areas of improvement.
- Created new strategies for improving customer service standards within the organization.

- Provided guidance and direction to subordinates regarding job duties and responsibilities.
 - Analyzed financial data related to departmental budgeting activities on a regular basis.
 - Complied with company policies, objectives and communication goals.
 - Directed and supervised team of 15 employees in daily operations.
 - Developed and implemented operational policies and procedures to ensure efficiency and accuracy of workflows.
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EDUCATION AND TRAINING

Data Analytics, Computer Science, 07/2024

Google

Google Workspace Administrator, Information Technology, 10/2023

Google

Project Management, 04/2023

Google

IT Support Professional / A+ replacement, 12/2019

Google

Business Management, 02/2015

Pennfoster

ACTIVITIES AND HONORS

- Audio/Visual Technician for Olive Branch Calvary
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REFERENCES

References available upon request.