

Edward Cory West

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System Administrator

OVERVIEW

Professional level Systems Administrator with experience in multiple platforms including Microsoft Operating Systems (Windows Server and Windows desktop OSes), Linux (Desktop OSes as well as Server environments), MSSQL Server, OracleDB, Oracle VirtualBox, VMware, Cisco IOS, System Security and others. Additional skills include network administration, storage administration, server and desktop application support at tier-2/tier-3 levels, and user training. In addition to IT skills, providing excellent, respectful customer service is an essential aspect of my work. My desire is to rapidly grow in an IT capacity and keep up-to-date with new technologies.

EXPERIENCE

Crye-Leike Realty Brentwood Tn - System Security Administrator Feb 2024 - Present

- Monitor and Maintain Company end user computers and credentials in
- Active Directory and Microsoft Entra
- Use several security applications to monitor network for malicious activity: Security Onion, Carbon Black, Sophos, Azure portal and Exchange, etc.
- Monitor and maintain network devices using Meraki Dashboard as well as VMWare-Vsphere where we have dozens of virtual servers
- Tested and implemented self hosted ticketing system for company wide use
- Managing Windows, Linux, and Mac devices for agents and other end users.
- Maintaining and updating Group Policies to manage end users apps and configurations

Genesco Nashville TN, 05/2021 - 11/2023 System Administrator

- Provide comprehensive support for Linux systems, addressing software and hardware issues
- Develop and maintain detailed documentation of processes and troubleshooting procedures
- Conduct analysis and reporting of Oracle data using SQL
- Ensure a high level of expertise in Linux store systems and associated application software
- Assist in quality assurance testing of applications running on Linux store systems via in house dev lab
- Engage with tier1 and tier2 support to troubleshoot user device issues
- Worked major project to convert and re-image all stores in production with new version builds
- Worked with various teams to monitor CRM in Dev and Production
- Documented issue troubleshooting in Jira apps
- Worked with team to develop work standards and documented in Confluence suite.

Genesco/Insight Global 01/2021 - 05/2021 QA Tester

- Contracted to Genesco via Insight Global as a QA tester for their Xstore POS software
- Tested all necessary functions as requested by the client
- Documented Pass/Fail results in Qtest software
- Worked with QA admins to ensure lab machines were on various versions in order to test all patches

Mother's Ruin Nashville TN, 01/2020 - 01/2021 Porter

- Executed top level service to guest
- Handled daily prep for the bar
- Took inventory and put away inventory
- Worked to maintain superior health and sanitation standards for all aspects of business
- Helped facilitate excellent training programs for new hires
- Handled extra tasks not directly applying to the restaurant like grounds up-keep, general maintenance, etc.

EDUCATION Tennessee College of Applied Technology 2020-2021 Information

Technology Technical Diploma

- Worked on gaining various industry standard certifications from CompTia
- Developed Professional level skills to benefit IT career

SKILLS Ansible, Docker, Kubernetes, Jenkins, Git, IT Security, Linux, Jira, Confluence, Bash scripting, Hardware Configuration, IT Repair, Applications & Software, Windows Systems, Mac OS Systems, Business Continuity, Database Fundamentals, IT Infrastructure, Networking Concepts, Programming Concepts, Software Development, Cloud Computing, Virtual Machines, VMware, Oracle VirtualBox, Azure Active Directory, Intune, MSP, Office 365, AWS Cloud Concepts, Cisco Products, PFSense Products, Routing, Network Hardening, CyberSecurity, Network Hardening, BCP's, SLA's, AUPs, Packet Sniffing, PKI, etc. CompTia A+, Network+, Linux+, Security+ certifications acquired.