

Channa Tep

EXPERIENCE:

August 2015 -Present System Administrator

Arizona Digestive Health

Phoenix, AZ

Build, deploy and support the infrastructure across the organization with 30 remote offices location include.

- Coordinate and maintain internal network, including servers, network infrastructure, desktop hardware, software, applications and telecommunication systems within a multi-location organization.
- Installing new or rebuilding existing servers and configure hardware, peripherals, services, settings, directories, storage, etc.
- Installed, configured and administer troubleshoot, configured Cisco router, switch, Fortinet, Sonicwall firewall and site to site VPN
- Installed, configured Administer Microsoft Hyper-V, Active Directory group policy object Microsoft 2008, 2012 Server, Exchange 2010 and Terminal Server.
- Performing daily system monitoring, verifying the integrity and availability of all hardware, server resources.
- Administer 3Cx and Avaya VoIP phone system
- Support remote users and users in field offices by ensuring consistent level of end user support across the organization

Jun 2006 - August 2015 System Administrator

MHK

Phoenix, AZ

- Maintaining virtual infrastructure VMware ESX
- Administer servers systems running Microsoft Windows 2003 Operating System including Active Directory, Exchange server, Terminal server and Storage server
- Administer and maintain LAN/WAN, VPN infrastructure local and outer states across all 10 company locations.
- Installed, configure, maintain as well as troubleshoot network equipment routers, switches, firewall
- Implement, administer and maintain desktop and notebook systems running Microsoft Windows Operating Systems, MS Office and associated peripherals in a LAN infrastructure across all company locations, providing support to all levels of end users
- Support remote users and users in field offices by ensuring consistent level of end user support across the organization.
- Implement, administer and maintain AVAYA VoIP phone system and portable device.

December 2004 –Jun 2006 IT Technician

American Sheet metal/AIT, Inc

Chandler, AZ

Provide day to day technical support and maintenance to keep over 100 workstations, users, printers and phone systems performing at high efficiency including: installation, configuration, and testing of PC and server hardware, software, LAN networks.

- Support workstations with Microsoft Windows XP, Microsoft Office and Windows 2003 network domain environment and exchange server, including setting up workstation and users
- Computer Hardware: Build and repair
- Software and Applications: Install, configure and troubleshoot
- Network interface: Set up, configure and troubleshoot

Qualifications

- Experience with LAN/WAN technologies, including design, connectivity, security, TCP/IP protocols, and VPN solutions, network
- Microsoft Hyper-V, Active Directory group policy object Microsoft 2008, 2012 Server, Exchange 2010 and Terminal Server.
- Familiar with VoIP Telecom services.
- Good communication, interpersonal and customer service skills.
- Knowledge regarding software security and compliance, specifically for HIPAA and PCI regulations
- Ability to identify complex problems, review information to develop and evaluate options then implement solutions.

EDUCATION/ CERTIFICATION:

- Bachelor of Science in Network Technology Collins College Tempe, AZ
- A+ Certification
- Cisco CCNA Switching and routing