

# ADO GRACIC

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## PROFESSIONAL SUMMARY

IT professional looking to expand my knowledge into System Administration and work in a team environment with new technical challenges to solve.

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## SKILLS

- Windows desktop and server operating systems.
  - VMware vSphere Administration and Virtual Desktop Infrastructure.
  - SmartSheet, SharePoint, Office 365 productivity tools.
  - LANDesk console and Reporting, Microsoft SCCM and SmartDeploy deployment and administration.
  - Cisco ASA, Sonicwall and Mikrotik network equipment configuration and support.
  - Management of VMware AirWatch, SOTI MobiControl and Blackberry Enterprise servers and connected endpoints.
  - Management of BarTender Enterprise Automation and PrinterLogic centralized print administration.
  - CentOS/RHEL/Ubuntu/Debian Deployment and Configuration.
  - PowerShell and Unix/GNU Linux shells bash and zsh.
  - Experience using Microsoft Azure, Amazon Web Services, Google Cloud Platform, Vultr.com, DigitalOcean.
  - Linux, Apache, MySQL, PHP web services stack.
  - Imaging of workstations using ActiveDisk and Symantec Ghost applications. Built workstations and servers using hardware components.
  - Ivanti Service Manager Administration of backend and frontend environments.
  - Configure and maintain Wavelink TermProxy for mobile devices using Telnet/SSH.
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## WORK HISTORY

07/2018 to Current **Systems Administrator**

*Lynden Incorporated – SeaTac, WA*

- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Designed and implemented new server standards for core business services.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Diagnosed and troubleshooted UNIX and Windows processing problems and

applied solutions to increase company efficiency.

- Moved data center from Tape backups to Cohesity backup appliance using Azure blob storage.
- Upgraded Virtual Desktop Infrastructure services to support Windows 10 Enterprise in an on-premise environment. VMware Horizon Connection Servers, vCenter servers, Horizon Administrator, View Composer and Application Volumes.
- Moved critical servers from Windows Server 2012 to Windows Server 2016/2019 platforms.

10/2017 to 06/2018 **Technical Support Specialist IV**

*Lynden Inc – SeaTac, WA*

- Participated in many phases of IT projects, from R&D to deployment and training.
- Implemented team policies, technical procedures and standards for software and hardware used companywide.
- Worked directly with customers to resolve technical issues with third party applications.
- Lead efforts to resolve Brown Line's VDI issues and LTII's network drive issues.
- Lead efforts in researching Refurbished workstations to be used at Lynden.

08/2010 to 10/2017 **Technical Support Supervisor**

*Lynden Incorporated – SeaTac, WA*

- Maintained departmental standards for quality and productivity.
- Research, troubleshooting and resolving of problems independently and in a team.
- Created and reviewed technical documentation and procedures.
- Supervise six technicians with their day to day activities.
- Delegated tickets, projects, assigned tasks and held team meetings.

03/2006 to 08/2010 **Technical Support Specialist**

*Lynden Incorporated – SeaTac, WA*

- Installed software, modified and repaired hardware and resolved technical issues.
- Identified and solved technical issues with a variety of diagnostic tools.
- Defined and documented technical best practices.
- Used ticketing system to manage and process actions taken.
- Provided on-call support for critical issues.
- Demonstrated professionalism and courtesy with customers at all times.

08/2005 to 03/2006 **Operations Support Specialist / Night Operator**

*Lynden Incorporated – SeaTac, WA*

- Executed commands on Unix servers performing backups, server maintenance and scheduled routine system administration tasks.

- Organized and maintained Tape libraries being sent to Iron Mountain.
  - Performed routine system administration on Windows server 2000 and 2003 and Sun Solaris.
  - Ran scripts and system checks in UniVerse shell.
  - Converted Physical servers to Virtual servers for the Windows Administrators.
  - Received support calls from customers working the night shift, resolved and or escalated depending on urgency.
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## **EDUCATION**

### **Associate of Applied Science: Network Services & Computing Systems**

*Bellevue College - Bellevue, WA , Graduated with Honors*

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## **ADDITIONAL INFORMATION**

A+, Network+, Security+ certification. (Expired)

Developing the skills to support Docker and PaaS (Platform as a Service) technologies.

Studying for Microsoft Azure exams and Red Hat Certified System Administrator

RHCSA certification.