Brian A. Shook
System Administrator

Anaheim Hills, Ca – 714-209-6366 – b.a.shook@icloud.com

Experienced result-driven System Administrator seeking to further the objectives of a business by utilizing an array of technical and strong troubleshooting skills that I have acquired in past experiences while also keeping up with present technologies.

CORE COMPETENCIES

- Windows Server 2008, 2012, and 2016
- Active Directory, IIS, DHCP, and DNS roles
- Raid Configuration's 0, 1, 5, and Raid 1+0
- Data and Email Encryption
- Server Migration and replication
- Data Backup for cloud solutions and on-site
- Windows 10 (8 and 7)
- Mac OS 10.x
- Network Security, Design, and Installation
- Desktop and Server troubleshooting and support
- Copper, ISDN, T1, MPLS, and Fiber data and voice mediums
- Router, Switch, and Hub Networking
- Firewall configuration and administration
- VPN (Point to Point and general remote)
- Wi-Fi / Access Point configure and administration

- Virtual Machines (Azure, Hyper-V)
- Office 365 (2003, 20010, and 2016)
- Software Installation
- Hardware Installation
- Peripherals Installation
- POS and Inventory
- Email Administration
- Domain Administration
- WordPress
- SEO Analytics
- Custom Report Creation & Auditing
- HIPPA compliance officer
- Excellent Troubleshooting skills
- Good understanding of ITIL V3 lifecycles and processes
- Positive Attitude that thrives on accomplishing goals and always inquisitive to learn

PROFESSIONAL EXPERIENCE

System Administrator   May 2004   -   April 2019
Whitaker Wellness Institute Medical Clinic
Newport Beach, CA
800-810-6655

Support Engineer (Tier 1)   September 2001   -   February 2004
M-Comm Solutions
San Clemente, CA 92673

Computer Lab Support   January 1999   -   June 2001
Humboldt State University
Arcata, CA 95502

Whitaker Wellness System Administrator duties (2004-2019)

- Resolve all staff IT issues
    - Provide excellent customer support
    - Respond to service requests in a timely manner
    - Provide support though phone, email, and chat
    - Provide 24/7 On Call support onsite and remotely
- Responsible for all aspects of network for 70 users, multiple departments, and three satellite locations
- Install and Manage Windows Server 2008 and 2012 in a domain environment
- Install and Manage Windows 2008 and 2012 Active Directory role
- Install and configure DNS and DHCP server roles
- Maintain print, application, and file servers
- Manage on and off-site backup's for users and servers
- Administered email accounts for 5 domains
- Desktop support
- Install and Managed SonicWALL Firewall and Access Points
- Maintain Avaya VoIP Office phone system with 3 call centers
- Configure and administrator all peripheral devices
- Administrator of the Electronic Medical Record System --SRS Health
    - Responsible for the implementation and administration of all aspects of the EMR System
    - Create and manage custom forms and templates via Microsoft Excel
    - Train all staff and physicians on updates, upgrades, and module installations
    - Create documentation to maintain written guidelines
    - Oversaw all EMR interfaces for integration with Lab and Practice Management Systems
- Administrator for a Point of Sale system (POSIM)
    - Handled all installations, upgrades and patches on P.O.S. on OS X Server and iMac OS (8-10) X workstations
    - Audit inventory and incoming revenue streams
    - Provided custom reports
- Manage Practice Management System (DNA Data Systems)
- Interpret and administer all phone, data, and system contracts
- Responsible for all interaction with third party vendors
- Support technical and data aspects for the website, mailers and social media

M-Comm Solutions Support Engineer Duties (2001-2004)

- Distributed incoming support tickets to Tier 2 and 3 support while handling Tier 1 for Lucent and Avaya IP Office systems
- Responsible for creating server build custom to each client's needs
- Field Technician on as needed basis

Humboldt State University Lab Assistant Duties (1999-2001)

- Assisted in maintaining and supporting two Computer Science labs, each with 25 workstations.
- Worked with the Procurement department on contracts that involved the Computer Science Labs

EDUCATION

Coastline Community College – Fountain Valley   1994-1996
AS in Mathematics

Cypress High School   1992
High School Degree

CERTIFICATIONS

ITIL v4 Foundation   5/2019 – 5/2022

CompTIA A+ (1001-1002)   5/2019 – 5/2022

Microsoft Certified Professional – (Expired)   *1/2014 – 1/2016*

Microsoft Certified System Administrator, Server 2003 – (Expired)   *5/2004 – 5/2007*

Sun Certified System Administrator, Solaris 7 – (Expired)   *4/2001 – 4/2005*

REFERENCES - References available on request