ROBERT VAUGHN
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PROFESSIONAL PROFILE

-Extensive experience in effectively working in a high pace production environment

-Excellent verbal and written communication skills-

-Able to grasp and quickly apply new concepts and technologies-

-Experience with Cisco IOS, Microsoft Server 2008, Exchange Server 2007, Hyper-V Manager

Education

Associate of Science University of Phoenix

Oracle 10g Database Adm Oracle University

EXPERIENCE

FAIR POLITICAL PRACTICES COMMISSION SACRAMENTO, CA

NETWORK ADMINISTRATOR   2/2012-11/2015

• Website administration consisted of updating content, copying and editing HTML code for Department website.

• Active Directory administration.

• Exchange Server 2007 administrator.

• Windows Server 2008 administration/maintenance on stand alone servers as well as virtual servers utilizing Hyper-V Manager.

• Provide desktop support for Windows XP and Windows 7 platforms. Support consisted of creating/deploying images and installing hardware and software.

• Provide Cisco network administration which involves troubleshooting and configuration interfaces, access lists and implementing Network Address Translation to accomodate FTP servers

CALIFORNIA DEPARTMENT OF CORRECTIONS SACRAMENTO, CA

SYSTEMS ADMINISTRATOR   10/2007 – 1/2012

• Provide computer hardware/software support in a Windows XP, Office 2003 and Server 2003 environment.

• Provide support for Symantec Backup Exec 11d. Maintain backup tape library and provide data restoration.

• Utilize OTM Navigator and Call Pilot Manager to support, maintain and troubleshoot PBX phone system.

• Develop and document technical procedures to assist with training team members.

• Maintain an up to date inventory of all hardware/software on site.

• Perform Active Directory administration.

• Install Cisco routers and HP Pro Curve switches

JC PENNEY LATHROP, CA

IT SUPERVISOR   4/2007 – 10/2007

• Conduct interviews over the phone and in person.

• Assign daily workload responsibilities to staff of three

• Ensure that team meets project deadlines.

• Provide management personnel with the status of projects, ensure that management is aware of any performance issues or departmental challenges.

• provide operational training for new employees.

• Provide Unix administration support in a Sun Solaris environment.

• Provide Computer hardware/software support in a Microsoft server 2003 environment.

• Provide LAN/WAN administration support. Which envolves installing, troubleshooting and configuring Windows servers/Cisco devices.

• Provide PBX administrative support for Avaya Definity series system.

SAN DIEGO WORKFORCE PARTNERSHIP SAN DIEGO, CA

SYSTEMS ADMINISTRATOR   *11/2002 – 3/2007*

• Provide Oracle database administration support which involves user account administration, database and client installation, database

  dackup and recovery, and report development using Crystal Reports.

• Utilized CommVault backup and recovery software to manage EMC SAN. Performed differential and full backups and stored media off site.

• Configure, troubleshoot and maintain Cisco router network.

• Lead analyst for Citrix Hardware/software implementation. Develop test environment, document results, troubleshoot issues, and implement/

  deploy resolutions to production environment.

• Application DBA for Front Range application suite. Duties consisted of providing administrative support to a 200+ user environment.

• Performed Procurement duties as the Dell Inc liason. Worked closely with Dell Representative to ensure that new purchases and warranty replacements were received in a timely manor.

TEK SYSTEMS JACKSONVILLE, FL

NETWORK ANALYST II   *4/1999 – 9/2002*

• Installed, repaired and configured Cisco routers and Cabletron switches.

• Dispatched Bell South vendors to resolve circuit issues.

• Utilized Spectrum/Solaris NMS to monitor and troubleshoot over 240 routers nationwide.

• Utilized Skystar/Solaris NMS to monitor, troubleshoot and configure VSAT network which consisted of more than 200 Winn Dixie supermarkets and manufacturing plants nationwide.

BANK OF AMERICA JACKSONVILLE, FL

NETWORK ADMINISTRATOR   *9/1994 – 4/1999*

• Monitor/troubleshoot Cisco 3 tier network, and servers for Eastern region bank branches and Equicredit secondary loan centers nationwide.

• Utilized Netview, VTAM and CICS to troubleshoot and monitor mainframe systems.

• Dispatched vendors for network outages and tracked vendor performance utilizing Expert Advisor trouble ticketing system.

• Communicate with third party vendors to resolve service issues and negotiate support guidelines and procedures.

• Supervise onsite vendors with nationwide projects involving the implementation of new network standards for all Bank of America branches, which required the replacement of routers, switches, servers, workstations and associated cabling.

• Dispatched and managed multiple vendors for nationwide projects involving the installation of frame-relay and ISDN circuits for Bank branches and remote ATM locations