

Ciana Benson

Lead System Administrator - Prime Healthcare North Vista Hospital

Las Vegas, NV

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702-771-7633

Authorized to work in the US for any employer

Work Experience

Lead System Administrator

Prime Healthcare North Vista Hospital

June 2013 to Present

Windows Server 2003, 2008r2, 2012

- Strong in Active Directory
- Creating and Maintaining GPOs
- Strong in RDP, via VNC, Goto Assist, Dame Ware
- LotusNotes and Lotus Notes Traveler
- Monitoring Network via Solarwinds
- Installing software IE McKesson, Physician
- Portal, Ca reviewer, Pyxis, Medhost, PACS, Citrix Xenapp
- Managed and Trained Team
- EPIC
- ADMS domain migration
- Imaging workstations with WDS
- Office 365 suite

DeskTop Support Specialist

Aliante Hotel and Casino

March 2012 to June 2013

Hardware Installation, Motherboards, Video Cards, Hard Drives and Power Supplies

- Software Installation, Reimaging/Baselining Computers, Adding Programs/Applications
- Windows XP Pro/ Windows 7 Pro
- Active Directory; Resetting Passwords Unlocking Users/Computers etc.
- Citrix; Creating RDP Sessions
- MS Windows Exchange
- Troubleshooting, Reimaging and Maintaining Systems (Infogenesis).
- CMS and LMS
- SafeLok Software
- Cisco Call Manager

Information Management Officer/Satellite Operator

US ARMY

December 2010 to January 2012

- Maintained Stable Hub/Node relationship through daily situational reports via MS Outlook to inform supervisors of Communication Status.
- Enabled efficient satellite communication by Terminating Cat-5/Cat-6 Cable for VOIP (Voice Over IP) and Data Users in remote locations in support of over 1,000 US and NATO forces
- Used knowledge of TCP/IP, SNMPc, SolarWinds Toolset and CISCO Routers and Switches to maintain a stable network up-time in tactical environment.
- Baselined/Reimaged notebooks and workstations to military standard image for government network usage.
- Fixed errors related to Outlook, MS Office, Printers and User Accounts.
- Sustained communication by troubleshooting PCs and Notebooks via software reinstall, hard drive install and memory replacement.

Education

High School Diploma

Mojave High School - Fort Gordon, GA

Skills

- Active Directory (5 years)
- Windows 7 (5 years)
- VOIP (5 years)
- Computer Networking
- Technical Support
- WAN
- Help Desk
- Incident Management
- Microsoft Windows Server
- LAN
- VMWare
- Microsoft Exchange
- TCP/IP
- DNS
- Operating Systems
- Network Support
- DHCP

Military Service

Branch: Army National Guard

Service Country: United States

Rank: E4

September 2009 to September 2015

- Maintained Stable Hub/Node relationship through daily situational reports via MS Outlook to inform supervisors of Communication Status.
- Enabled efficient satellite communication by Terminating Cat-5/Cat-6 Cable for VOIP (Voice Over IP) and Data Users in remote locations in support of over 1,000 US and NATO forces
- Used knowledge of TCP/IP, SNMPc, SolarWinds Toolset and CISCO Routers and Switches to maintain a stable network up-time in tactical environment.
- Baselined/Reimaged notebooks and workstations to military standard image for government network usage.
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- Sustained communication by troubleshooting PCs and Notebooks via software reinstall, hard drive install and memory replacement.

Commendations:
ARCOM serving in OEF

Awards

Employee of the month

September 2013

Received STAR of the Month at north vista hospital for excellent service

Assessments

Logic & Critical Thinking — Familiar

August 2019

Using logic to solve problems.

Full results: [Familiar](#)

Verbal Communication — Proficient

November 2019

Measures a candidate's ability to effectively convey information when speaking.

Full results: [Proficient](#)

Mechanical Skills: Aptitude — Proficient

March 2020

Measures a candidate's ability to understand and apply mechanical concepts and processes.

Full results: [Proficient](#)

Technical Support — Highly Proficient

March 2020

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: [Highly Proficient](#)

Technical Support: Customer Situations — Proficient

March 2020

Responding to technical support situations with sensitivity.

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

November 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Work Style: Reliability — Proficient

November 2020

Tendency to be dependable and come to work.

Full results: [Proficient](#)

Work Style: Conscientiousness — Proficient

June 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.