

# MINA HILL

## SYSTEM ADMINISTRATOR

### CONTACT

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### SUMMARY

I'm a meticulous System Administrator ready to take responsibility for hardware, data, and network health. Providing impactful preventative maintenance services and responsive remedial measures. Tireless resource for supporting consistent and profitable operations.

My background in systems administration, maintenance and end-user assistance allows in designing solutions to achieve software compatibility and streamline system upgrades and installations, Administering and maintaining complex various systems, including Windows/Mac OS/Linux operating systems, servers, and specialized emergency disaster situations.

### SKILLS

- SERVER AND SYSTEM ADMINISTRATION AND IMPROVEMENTS
- NETWORK SECURITY MEASURES
- REGULATORY COMPLIANCE AND DOCUMENTATION
- MANAGING SECURITY BREACHES
- CALL CENTER OPERATIONS
- DATA EXTRACTION
- CUSTOMER SUPPORT NEEDS ASSESSMENT
- CRITICAL THINKING
- MULTITASKING

### EXPERIENCE

#### System Administrator

Contractor – Various Locations

HB Computers – MyITAdmin LLC – SCOCIT – ThinkTek – Home Adviser Pro – Angie's List  
07/2007- Current

- Being an IT consultant, I have supported multi-OS environments, Physical and VM environments, and various network/firewall appliances; I've handled various firms from petroleum service companies, various high profile personal, law firms, real estate firms, medical establishments.  
I like to believe there aren't any limitations if there is willingness to learn and exceed basic knowledge.
- Performed preventative maintenance and upgraded systems to improve network, system and data availability and integrity.
- Set up user accounts, permissions and passwords and defined network policies and procedures.
- Managed, troubleshoot, backed up and restored data, operating systems, files, documents, and drivers to provide comprehensive systems management and support.
- Researched, recommended, configured, and supported hardware and software for multiple departments.

- TECHNICAL SUPPORT
- DATA MANAGEMENT
- DHCP/DNS ETHERNET AND FIREWALL PROFICIENT
- COMMUNICATION
- ENCRYPTION
- INFORMATION SECURITY
- COST ESTIMATION AND BUDGETING
- HARDWARE AND PERIPHERALS
- WINDOWS & MAC OS ENVIRONMENTS
- RELATIONSHIP BUILDING
- PROJECT COORDINATION
- AGILE WORK PROCESSES
- ORGANIZATIONAL LEADERSHIP
- FRIENDLY, POSITIVE ATTITUDE
- RELIABLE AND TRUSTWORTHY
- WORKING COLLABORATIVELY

## EDUCATION

### Narmer American College

2009

### Languages

English – Native Language

Arabic – Fluent

French – Lightly

German – Lightly

References are attached  
separately

- Supported, configured, maintained, and upgraded customer networks and in-house servers .
- Managed network-related projects from concept to implementation .
- Secured applications by rolling out patches and solutions to vulnerabilities .
- Delivered reliable support for server-class systems .
- Managed day-to-day storage equipment administration to promote optimal system asset application .
- Created configuration guides for deploying new desktops, laptops and mobile devices .
- Managed email routing and internal message protocols to support reliable delivery of communications .
- Installed and maintained firewalls to secure on-site and cloud-based hardware against unwanted intrusions .
- Monitored application and print servers, rapidly responding to faults and malfunctions .
- Oversaw storage management tasks, including data migration, backups, and drive replacements .
- Established and enforced policies and best practices to safeguard and protect data, reports and access .

## IT Analyst

BJs Restaurants INC

08/2018- 2021

- Troubleshoot and resolved problems with programs and systems .
- Troubleshoot malfunctions with systems and programs to pinpoint root cause of issues and restore .
- Expanded systems with new features and structural components .
- Developed and managed project plans while providing status updates to management .
- Opened service tickets for clients, documenting user information and description of problem .
- Supported customers with password resets and account customization .
- Fielded help desk customer questions and fulfilled requests .
- Collaborated with customer service and sales colleagues to resolve issues .
- Recorded complaints, product deficiencies, returned orders and other customer documentation in system .
- Initiated shipments to send equipment to clients and tracked return shipments .
- Determined product deficiencies by reviewing various aspects such as safety, effectiveness, and appearance .
- Upgraded laptops /desktops, improving speed and performance .
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support .
- Installed, configured, and setup pcs in all stores for optimal operation and reporting .

- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware .
- Organized repair and replacement of pc components and systems .
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction .
- Updated and reconfigured existing and new computers with current software and operating systems .
- Installed and configured printers and scanners, resetting default device passwords to prevent cyber-attacks .
- Assisted online users via live chat, web conference and phone to resolve issues related to software and system use and access .
- Performed daily maintenance of computer systems to keep network processes fluid .
- Oversaw and supported 200+ environments for on-site and virtual locations .

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## IT Contractor

Robert Half Technology

07/2017 – 01/2018

- Achieved client vision and objectives through effective strategy development and execution in coordination with management teams .
- First project with them was for the Disney studio in Burbank, CA which was the deployment of their new computer hardware as well as the relocation of some devices .
- Second project was an IT Analyst for BJ's Restaurant at the corporate office, which was a temp position which moved over to a full-time position .
- Monitored client computer network operations, from planning and budgeting to installation, maintenance, and support .

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## IT Administrator

Consumer Defense Law Group

NACA

06/2017 – 11/2017

- Directed installation, maintenance and reporting for servers and systems, triaging service calls and prioritizing tickets based on related technical factors .
- Installed and supported hardware and software, including desktops, servers, and printers .
- Worked closely with end users to solve problems related to hardware and software .
- Monitored system upgrades, which included patches, service packs, hot fixes, and new configurations .
- Managed employee access, including security roles and permissions .
- Maintained strong working relationships with vendors and outside it consultants .
- Handled network configurations after hours and on weekends to alleviate downtime and maintain smooth operations .

- Determined and alleviated hardware, software, and network issues .
- Supported various operating systems and server technologies .
- Deployed software patches to alleviate vulnerabilities .
- Drafted it productivity reports to inform director .
- Maintained constant and timely service for physical and virtual servers .

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## English Teacher

LAMB Center

12/2014 – 12/2015

- Being a native English speaker, I have decided to help out in an English center in Cairo, Egypt which was teaching adults anywhere between the ages of 18 up to 80 years old the English language; the center is accredited by The American University in Cairo .
- Used pre-selected lesson plans to instruct students in English conversation and grammar .
- Customized innovative methods and materials to produce effective learning experiences .
- Urged students to choose books based on interests to boost reading frequency and engagement .

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## IT Administrator

ISO TERMICA

12/2014 – 12/2015

- ISO TERMICA is one of the leading insulations, refractory & painting contractor in Egypt .
- Set up user accounts, permissions and passwords and defined network policies and procedures .
- Performed preventative maintenance and upgraded systems to improve network, system and data availability and integrity .
- Set up, optimized and managed network equipment .
- Determined and alleviated hardware, software, and network issues .
- Managed, troubleshoot, backed up and restored data, operating systems, files, documents, and drivers to provide comprehensive systems management and support .
- Researched, recommended, configured, and supported hardware and software for multiple departments .
- Developed and tested company-wide servers for printing, file storage and applications .
- Secured applications by rolling out patches and solutions to vulnerabilities .
- Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately .
- Spearheaded server infrastructure development, quality control, staging and production operations .

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## IT Administrator & Junior Operator

DeltaWell Cairo

12/2011 – 12/2014

- Being one of the partners of “JoinT Services LTD” this is also an oil services company for drilling equipment pipes and other oil industry equipment dealing with mostly international clients . I was maintaining their on-site and office; locally and remotely assisting them with their daily needs .
- In addition to maintaining their IT infrastructure, I worked on-site as a junior operator in a team of both Egyptian and Italian petroleum engineers joined to build a site for drilling equipment and have worked and learned on the technical aspects as well as handling and building the sites inventory database .
- Performed preventative maintenance and upgraded systems to improve network, system and data availability and integrity .
- Boosted productivity, efficiency, adaptability, and receptivity .
- Evaluated materials for quality and sorted parts and final products .
- Put completed products into packages and moved to staging locations .
- Compiled operational data into reports to help management spot trends and resolve problems .
- Always maintained a safe and efficient work environment.
- Managed, troubleshoot, backed up and restored data, operating systems, files, documents, and drivers to provide comprehensive systems management and support .

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## IT Administrator

JoinT Services LTD

12/2010 – 12/2014

- This was an oil services company for drilling equipment pipes and other oil industry equipment that is an international company that deals with various countries including partners in The United States and Italy .
  - Selected, built relationships, and maintained accounts for vendors in support of various office projects .
  - Coordinated document movements, checked accuracy, and maintained compliance with standard requirements .
  - Performed preventative maintenance and upgraded systems to improve network, system and data availability and integrity .
  - Secured applications by rolling out patches and solutions to vulnerabilities .
  - Implement policies, procedures, and best practices to safeguard and protect data, reports, and access .
  - Implemented inventory control measures to replenish and maintain it equipment, supplies, tools, and replacement parts .
  - Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately .
  - Consulted users to determine areas in need of improvement .
  - Spearheaded server infrastructure development, quality control, staging and production operations .
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## Help Desk Analyst & Sales Representative

BestBuy Apple Authorized Reseller

08/2009 – 12/2021

- Being an IT consultant, it has given me the advantage of not only being a sales representative but advising and assisting unexpected technical issues for clients and co-workers .
- Greeted customers and helped build favorable first impression and positive experience .
- Engaged positively with each customer, providing professional and polite support for sales and service needs .
- Pursued and generated customer leads as well as engaged in follow up activities to gain new client accounts .
- Answered customer questions, shared product knowledge and researched pricing and availability .
- Answered questions with useful and accurate information to earn customer confidence and build trust .
- Conferred with customers to understand needs, recommend products, and solve after-sale issues .
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts .
- Stayed up to date on all company products and services to support sales objectives .
- Answered customers' questions and addressed problems and complaints in person and via phone .
- Built and maintained relationships with peers and upper management to drive team success .
- Acted as initial contact in addressing customer concerns .
- Assisted customers with instructional support and product troubleshooting .
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support .
- Installed, configured, and setup PCs in all stores for optimal operation and reporting .
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis .
- Assisted in technical support process refinement to improve customer service and support .