

Rodrigo Munoz

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818-836-9689

Dedicated and established Systems Administrator with experience in protecting and maintaining the reliability of an enterprise network and working one-on-one with clients. Committed to creating a positive work environment by maintaining professional and healthy relationships amongst peers and coworkers. Capable of working independently or with a team.

Authorized to work in the US for any employer

Work Experience

System Administrator

Agile Defense - Quantico, VA

June 2019 to July 2020

Installing new / rebuilding existing servers and configuring hardware, peripherals, services, settings, directories, storage, in accordance with the standards and project/operational requirements.

- Performing the daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing the system and application logs, plus maintaining and recording the completion of regularly scheduled and unscheduled maintenance down times.
- Troubleshoot and maintain Active Directory, Exchange, DNS, and DHCP.
- Monitor and maintain virtual servers through VMware vSphere.
- Analyzing, supporting and isolating the issues quickly and efficiently while making recommendations for inner network and firm infrastructure.

Systems Administrator

United States Marine Corps - Quantico, VA

June 2015 to June 2019

Provided stable and consistent enterprise core services supporting over 197,000 users and 10,000 mobility users spread across 12 global regions in classified and unclassified environments.

- Managed and provided first line troubleshooting for enterprise structure including: email, mobility, software delivery, Active Directory, internal DNS, and USMC GAL services.
- Managed the accountability and maintenance of over 1,000 servers to include: Microsoft Exchange Servers, Domain Controllers, and Utility Servers both on unclassified and classified networks covering the Marine Corps Enterprise Network (MCEN).
- Responded appropriately and efficiently when receiving calls for assistance/troubleshooting in regards to the Marine Corps Enterprise Network and provided support to local administrators.
- Documented and tracked high priority issues impacting core enterprise services to allow for successful resolution of over 10,000 trouble tickets.
- Created accurate and timely reports regarding outages, incidents, and VIP issues.
- Served as a single point of contact between the Marine Corps and the Director of the MCEN for enterprise core services.
- Provided IT support to non-technical internal user personnel through desk side support services.

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Removed and replaced malfunctioning computer parts to correct hardware problems.
- Configured hardware, devices, and software to set up new workstations for employees.

Education

High school diploma or GED

James Monroe High School - North Hills, CA
June 2014

Skills

- Exchange
- DNS
- Mobile Devices
- O365
- Enterprise Directory Services
- Storage Management
- Active Directory Domain Services
- Group Policy Management
- Microsoft Windows Server
- Active Directory
- Customer Service

Military Service

Branch: United States Marine Corps

Rank: E4

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