**Brian A. Shook**

**System Administrator**

Anaheim Hills, Ca – 714-209-6366 – [b.a.shook@icloud.com](mailto:b.a.shook@icloud.com) – linkedin.com/in/Brian-Shook

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 * Mac OS Server * Unix and Linux * Network Security, Audit, 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, VM-Ware) * Manage Office 365 (2003, 2008, and 2012) * Software Installation * Hardware Installation * Peripherals Installation * POS and Inventory * Email Administration (Exchange and SmarterMail) * Domain Administration (register, hosting, SSL cert) * WordPress & Woo e- Commerce * SEO Analytics * Visual Studio * 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 * Practices and procedures within the disaster recovery field |  |

**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 2003

M-Comm Solutions

San Clemente, CA 92673

Computer Lab Support January 1999 - June 2000

Humboldt State University

Arcata, CA 95502

**Whitaker Wellness System Administrator duties (2004-2019)**

* Responsible for all network aspects for up to 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
* Document procedures and standards from Windows environment perspective
* 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
  + Manage all administrative requirements and set up for the EMR
  + Responsible for the implementation and management 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 to set up all requirements for integration and ongoing business (DNA Data Systems, Quest, Kodak and Lab Corp)
* Administrator for a Point of Sale system (POSIM)
  + Handled all installations, upgrades and patches on P.O.S. and CC processor on OS X Server and iMac OS (8-10) X workstations
  + Oversaw quarterly inventory’s
  + Audit inventory and incoming revenue streams
    - Provided custom reports
* Manage Practice Management System (DNA Data Systems)
* Responsible for all interaction Manage Practice Management System (DNA Data Systems)
* Interpret and administer all phone, data, and system contracts
* Support technical and data aspects for the website, mailers and social media
* Responsible for all interaction with third party vendors
* Resolve all staff IT issues
  + - Provide excellent customer support
    - Provide 24/7 On Call production support onsite and remotely

**M-Comm Solutions Support Engineer Duties (2001-2003)**

* Distributed incoming support tickets to Tier 2 and 3 support when necessary 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 (1999-2000)**

* 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**

Humboldt State University – Arcata, CA 1997 -2000

BS in Computer Information Systems

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