**SUMMARY:**

Quality-focused Systems Analyst professional with 6+ years’ experience ranging from systems/network administration, software/hardware support and litigation support. Proven ability to manage project specifics and deliver solutions that meet corporate objectives tied to business and technological experience.

**Technical Skills**:

|  |  |  |
| --- | --- | --- |
| * QA Testing | * System Administration | * Active Directory |
| * Systems/Network Upgrades | * User Data Migrations | * Troubleshooting |
| * Network Connectivity | * Problem Identification/Analysis | * Documentations |
| * User Training & Support Tools | * Network Cabling Management | * Encryption/Decryption |
| * New User Provisioning | * Imaging | * Project Management |
| * Knowledge of SQL | * Inventory Tracking | * Archiving/Restoring |

**Applications**:

|  |  |  |
| --- | --- | --- |
| * Relativity (Admin) | * Service Now (User) | * ESET Antivirus (Admin) |
| * SSMS | * Brainspace | * mRemoteNG |
| * Adobe Standard Pro (Admin) | * Notepad ++ | * Cisco Webex |
| * MS Excel (Advanced User) | * MS Server 2008 & 2012 R2 (Admin) | * Symantec Checkpoint |
| * Notepad ++ | * Sharepoint (Admin) | * EPIC (Super User) |

**EXPERIENCE:**

#### **Ediscovery Systems Analyst • Ankura/Navigant Consulting • 2016 - 2019**

#### • Assisted in responding to internal/external client incidents, information requests and service requests daily • Followed appropriate policies/procedures for creating, scrubbing, updating, escalating, transitioning, and closing tickets when coding and documenting tickets for reporting • Maintained/resolved issue tickets and contacted customers on a timely basis • Collaborated with global support teams to provide extended support • Utilization of SQL applications for basic queries for reporting and issue management • Created, maintained, archived, and restored Relativity databases • Configured user/group security • Tested, installed, and analyzed applications and scripts for process improvement.

***Achievements:***

***• “****Employee of the month” awardee • Trained 60-70% new clients on Relativity Application & workflow* ***•*** *Resource for new features added to application* ***•*** *Promoted to client-facing consultant.*

#### **IT System Administrator • Praxsyn Corp • 2015 - 2016**

• Installed, maintained, diagnosed, analyzed, and repaired office and lab computers/printers • Designed/created network shared resources, user/group accounts and other network permissions; developed user access profiles; installed, configured and maintained network cabling, hubs and jacks • Evaluated/recommended network system requirements, modifications or new equipment; analyzed technical issues and applied corrective measures **•** Provided admin support for cloud-based applications in Office 365 such as SharePoint, Exchange, One Drive and Active Directory; As well as TeamViewer, Dynafile, Conexem, ESET, and DigitalRx.

***Achievements:***

***•*** *Spearheaded expansion efforts by updating network equipment, switch panel, and cabling in entire company’s satellite locations* ***•*** *Provisioned up to 150 new users with AD, SharePoint, Exchange accounts along with Cisco, and Polycom VOIP phones • Promoted to IT manager after 5 months.*

#### **Desktop Admin Support • Insight Global-UC Irvine Medical Center • 2013 - 2014**

• Handled/resolved client issue tickets through Altiris Deployment Solution and ServiceNow • Imaged, deployed, managed, and maintained workstations throughout hospital and clinics • Configured, deployed, and troubleshoot network printers including network print server queues and services configuration • Maintained hardware inventory information • Managed user access via AD.

***Achievements:***

*• Imaged/deployed up to 6000 new PCs to ancillary UCI locations • Migrated data for up to 1000 users including C-Suite users • Built, managed, and maintained up to 200 mobile workstations and ensured network connectivity • “Geek of the week” awardee.*

## EDUCATION:

**BS in Information Systems and Cyber Security ITT Technical Institute - Orange, CA - 2014 to 2016**

**AS in Network Systems Administration ITT Technical Institute - Orange, CA - 2012 to 2014**