**Paul Zickefoose**

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**PROVIDING 15+ YEARS’ EXPERIENCE AS A SKILLED INFORMATION TECHNOLOGY PROFESSIONAL**

## **TECHNICAL SKILLS/SUPPORTED PRODUCTS:**

Systems Administration:

* Windows Server 2008 R2 - Windows Server 2012 R2, Windows 2016, Windows 2019, some Azure
* Terminal Server 2008 and 2012
* Active Directory and NT domain
* Microsoft Hosted Exchange, Office 365
* AWS - Amazon Web Services
* Microsoft Exchange
* EqualLogic Drive Array/SAN
* User security configuration within Group Policy
* Mobile device connection to network and exchange, including android, iPhone, and Windows.
* Anti-Virus software including Norton, AVG, and MacAfee
* RAID 5 (Redundant Array of Independent Drives)
* Built/specked servers and workstations

Software Operating Systems:

* Windows 7 (32-bit and 64-bit OS), Windows 8, 8.1, Windows 10
* Windows Server 2008, 2012 r2
* Windows Small Business Server 2008; active directory, domain support, network security and storage
* Linux and Ubuntu
* Mac OS X
* SQL Express 2005, 2008, 2014, database management
* Terminal Server 2008 and 2012

Networking Systems:

* Hyper V, virtual machines
* VMWare
* EV certification for company website
* Exchange 2007, 2010, 2013 - Unified messaging implementation
* AVG and Norton antivirus
* Backup Exec and Windows Backup
* Remote desktop protocol
* Ultra VNC remote help desk
* Wireless hardware support
* CAT 5 cabling and Fiber Optic components
* Sonic Wall, WatchGuard, and Clear OS

## PROFESSIONAL EXPERIENCE:

**Paraprofessional 3**

**Marysville School district**

Helping and assisting teachers with students with special needs and anger issues. Helping with homework, Taking student to class 3.

#### Senior System Administrator

**Compass Health**, Everett WA 2019

Supported desktop users, shares and workstion issues. Migrated whole company (over 1500 users) from on prem exchange to O365, managed backups, maintained server environments, migrated hosted Windows 2008 r2 server to hosted Windows 2012 rs

**Tesoro/Andeavor,** Anacortes WA 2017 - 2018

**IT Contractor**. As part of a corporate-wide effort to upgrade 15,000 machines,

participated on a 5-person team locally to package, test and roll-out 750 apps of

software. Tested Windows 10 rollout on 50 desktop and laptop computers. Deployed

OS and applications using SCCM. Inventoried and installed 630 new PCs. Installed

an app-v server environment. Tested packaging of msi apps in app-v. Deployed apps

and assigned users using AD.

**Residence XII**, Kirkland WA 2016 - 2017

**System Administrator**. Maintained all aspects of the internal network including phone system.

Maintained database, backups, documentation. Maintained 30 user accounts and implemented security, programmed switches, and maintained firewall. Instituted a ticketing system for service-related issues. Maintain Askesis’s Provider and database.

**Century Link**, Seattle WA 2016

**System Engineer**. Worked for Microsoft in the lab testing telephone equipment and server support. Supporting 50 plus servers running 2003, 2008 r2, and hosting servers running 2012 and 2012 r2. Converted current 2003 server to VM environments. Upgraded os to 2008 r2 and rebuilt machine. Converted domain controller to vm. Troubleshooting dns issues. Deleted old equipment and removed for racks. Minimized foot print. Supported staff with issues on systems when they arose.

**Guestware**, Seattle WA 2015

**Contractor.** Upgraded SQL, troubleshooted software upgrade. Backed up database and prepped it for

upgrade. Fixed issues with browser and cert issues. Implemented Guestware’s software program to 800+

hotels worldwide.

**TSI/ Novatech Engineering**,Lynnwood WA 2011 - 2014

**Senior Systems Administrator/ Department Head.** Supported 22 servers and over 110 workstations.

Upgraded SQL server from Windows 2003 to 2008 R2 to move from 32 bit to 64 bit. Upgraded SQL from 2005

to 2008 to enable database service to current version. Supported Document Locator, updated and managed

services. Configured the firewall, VPN, DNS, and domain configuration. Installed and supported an EqualLogic

drive array along with a server cluster running Windows 2012 and VM environment. Within the annual

$450,000 budget, software and hardware were purchased. Monies were saved, and allowed the company to

purchase a new phone system.

## EDUCATION/CERTIFICATES:

Automated Manufacturing/Robotics, BAS with Honors ITT Institute of Technology, West Covina CA

Electronic Engineering. AAS ITT Links School of Business, Boise ID