**Kevin Crawford**

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**702-324-4708**

**Las Vegas, NV**

**Key Qualifications**

• 4 years of military experience providing effective communication, strong leadership abilities

and quality customer service

• 20+ years of desktop support experience troubleshooting, installing, the set up and repair   
of pc's and printers. Advance technical support experience in a Windows systems  
environment in both office and in the field.

• 9+ years of systems experience including server administration and network analysis in a Windows   
systems environment.

• 9+ years of experience training users and also fellow IT peers in computer, network and software   
applications.

• 8+ years of management within the IT field effectively delegating tasks to ensure network stability.

• 6+ years Data Center experience including Switch, ZCOLO and Avaya West

**Technical Skills**

• Windows 2000-10 • Active Directory • MS Exchange    
• MS Office 2000-2019 • Backup Exec • Commvault

• Win Server 2000-2019 • PC Hardware Support    
• Veeam • PC Software Support • VMware 6

• Data Center • EMC Data Domains • Solar Winds

• Datto RMM • Datto Backup • Office 365

**Certifications**

Comptia A+

Comptia Network+

**Work Experience**

**Systems Admin**

ACT

October 2020 to Current

• Maintain servers for several clients

• Stay in constant communication with client executives

• Maintain O365 and Azure AD administration

• Use autotask ticketing system

**Tier II Support**

Robert Half (SDU School District)

September 2020 to October 2020

• Provided Tier II support to SD students and parents

• Used ticketing system to track and update tickets

**Data Center Tech**

Intuit

June 2020 to August 2020

• Decommissioned Servers, switches, wiring and racks

• labeled and palletized  equipment

• Wiped server drives and reset switches

**IAM Security Analyst**

MGM Grand

September 2019 to April 2020

• Created user accounts across various systems and platforms

• Verified proper access and security groups for users

• Worked with Management on changes to documentation for IAM security  
• Created new documentation for security groups and handling of user changes on multiple systems

**Site Administrator**

TIMET Titanium Metals Corporation   
August 2016 to July 2019

• Maintain local servers and networks at site location

• Coordinate with Corp Admins for software pushes and upgrades

• Annotate and report any issues that effect the Plant on a Corp level    
• Maintain local site AD, including adds, removes and changes

• Run daily, weekly and monthly checks on server and network hardware inside the Plant    
• Maintain IT logs for SOX compliance

• Used Solar Winds to monitor network traffic, switches and network alerts

**Data Center Technician** (Contract)

Dell

October 2015 to August 2016

• Hardware maintenance on 10,500 Dell blade and Data servers for Ebay.    
• Perform health checks and daily maintenance utilizing Linux tools.

• Communicate with customers and team on resolutions and fixes.

**Server Admin II**

Health Care Partners   
November 2013 to June 2015

• Backed up HP Servers and Exchange utilizing Backup Exec and Commvault.    
• Backed up virtual servers utilizing Veeam.

• Administered AD creating account, groups, OU's and maintenance.

• Created accounts, distros and administered AD in exchange environment    
• Created virtual servers in VMware 5.5 environment

• Monitored network alerts and network traffic via Solar Winds

• Performed hardware and software maintenance, setup and configuration of Windows servers.    
• Responsible for server environment of 200 physical and 250 virtual servers.

• Supervised Server Techs and Server Admin I

**Server Technician**

North Vista Hospital

September 2012 to November 2013

• Created and maintained VMware server environment.

• Maintained server hardware and Windows server environment.    
• Migrated phone system to VOIP system

**Network Support Technician**

Valley Health Systems   
July 2009 to August 2012

• Performed Active Directory user account creations and changes.    
• Setup and maintained pc and network connectivity.

• Aided in network, phone and pc setup of the new Summerlin Hospital tower.

• Used CA Service Desk ticketing system to keep track of IT break/fix issues.

**Corporate Systems Administrator**

JMA Architecture

August 2006 to April 2009

• Rebuilt entire network from a Novell 5.5 and Groupwise to Windows 2003 and Exchange 2003

• Reconfigured server room installing APC Symetra battery backup system, replacing old servers with   
up to date equipment.

• Installed new file server and Dell SAN.

• Replaced all network switches and fibered them inside server room.    
• Installed and configured FTP server for offsite file sharing.

• Designed and helped to install fiber and CAT6 to each cubicle row to upgrade performance and   
prepare for VOIP phone system.

• Managed three offices networked together.

• Created IT standards and managed JR admin and desktop tech.    
• Monitored system remotely to ensure integrity of server systems.