##### Yuriy Altshul | Reseda, CA 91335 ●

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**IT TECHNICIAN AND SUPPORT PROFESSIONAL**

**PERFORMANCE SUMMARY**

Experienced IT professional with 10+ years of experience overseeing all areas of IT infrastructure operations, providing technical support and IT infrastructure strategies to ensure smooth operations of the main network and computing infrastructure across multi-site operations. Successfully executing IT projects: software/hardware, network technologies, server & storage, LAN/WAN, telephony, system administration, and IT security; ensuring adherence to industry best practices and regulatory compliance standards. Technical professional demonstrating knowledge of IT applications and Information Systems, communicating with all levels of management, technical staff, and stakeholders; recommending cost-effective technological solutions and building strategy/ technology roadmaps to drive continuous process improvement across IT infrastructure services, network operations, data center infrastructure, cybersecurity, telecommunications, and desktop systems /services to achieve goals of operational/network performance.

* **Application, Program & Project Management:** Company application management and support, build/maintain key relationships, collaborating with executives, shareholders, and technical teams to define/supervise/execute IT projects and program management; ensuring organization, quality management, and project delivery.
* **Technical Expertise:** Information Technology principles, practices, methodologies, and support as applied to reporting/systems analysis, design, development, implementation, maintenance, security, hardware & software evaluation/selection/installation/SDLC.

**TECHNICAL SKILLS**

***Operating Systems (O/S):*** Active Directory, Windows Vista/Win7/10, Novell Netware 3.12, 4.11, NDS, Linux/Unix,

***Software:*** Salesforce, Microsoft Office 365 Suite, IIS, MS Exchange 5.5, 2003, 2008, Site Server, SQL Server, Cisco IOS, Raptor Firewall, CA IBM WebSphere, Apache, Adobe Photoshop, ColdFusion, Webtrends Veritas Backup Exec, ConnectWise

***Hardware:*** Lenovo, Dell/HP servers, Cisco switches and routers, Lenovo/Dell/ HP desktops, VDI.

***Programming Languages****:* HTML, ASP, SQL, PHP

***Cloud Platforms***: Azure, AWS, Google Cloud

***Network Topologies:*** Cloud, Ethernet, TCP/IP, IPX/SPX, NetBEUI, RIP, SMTP, POP3, Frame Relay, DSL, T1, BGRP

***Web:***SEO, PPC, SEM, Google Adwords Management

**PROFESSIONAL DEVELOPMENT | PREVIOUS CERTIFICATIONS**

**Microsoft Certified Systems Engineer (MCSE)**

**HP Accredited Systems Engineer (ASE) Cisco Certified Network Associate (CCNA)**

**PROFESSIONAL EXPERIENCE**

**American Riviera Tours|Los Angeles, CA7/2010 – 03/2020**

***IT Support***

Responsible for all network and infrastructure design, capacity management, and implementation; ensuring the underlying IT infrastructure platforms are providing stability, reliability, security, and high performance through effective maintenance and monitoring. Own, plan, and implement performance improvements and modifications to Windows Servers 2008 infrastructure components, Active Directory, File, Print, Backup services for the company’s network.

* Created and maintained documentation via reporting of network and server configurations, mapping processes, and support documents.
* Implemented redundant systems, policies, and procedures for disaster recovery planning.
* Interacted with vendors and outsourced consultants to secure smooth operations of infrastructure services.
* Administered and maintained Active Directory, Group Policy, Exchange servers, Outlook user accounts, permissions, and access rights.
* Successfully supported end-users with daily technical issues to support overall performance management.

**DR Horton America’s Builder|Los Angeles, CA8/2001 – 7/2010**

***Regional IT Support***

Accountable for infrastructure operations and projects across regional offices, provided technological solutions to address the various buildings/offices issues and challenges and recommended all hardware/software needs to the CIO.

* Developed annual budget for capital expenditures and implemented system security policy enhancements and IT procedures according to Sarbanes-Oxley Act (SOX compliance).
* Administered Windows Active Directory Domain and supported as the Level III engineer Data Center in Irvine, CA; reviewed and recommended technology solutions from various vendors, mentored IT helpdesk staff.
* Saved company $15K monthly cost by efficiently managing telecommunications and printing costs for the region.
* Successfully supported corporate 24x7 network operations including LAN, WAN, Web Servers, Avaya IP phone systems, Cisco Remote Access PIX firewalls for 15 regional remote sites.
* Designed and implemented project on migrating 700 users to Windows XP domain structure.
* Worked as Level III support helping various departments resolving JD Edwards, Windows, Network, Dell servers’ connectivity issues.

**OnlineLearning.net 8/2000 – 7/2001**

***Senior Systems Administrator***

Supervise team members and monitor system performance as well as configure software and hardware, servers, and networks.

* Deployed new Compaq Proliant Servers, Cisco and 3 Com switches; increased network bandwidth for mission critical applications by implementing separate network subnets and security practices.
* Established cost-effective performance monitoring and notification system for Exchange 5.5, MS SQL 7, Windows Media Server, Windows NT/2000 servers.
* Created, performed, and tested disaster recovery practices for corporate data.
* Initiated and performed rollout of MS Office 2000 and other software to over 50+ desktops.
* Developed Visio 2000 flow charts, diagrams, and network documentation.
* Designed and implemented Virtual Private Network (VPN) access to corporate network.
* Supported corporate 24x7 network operations including LAN, WAN, Web Servers, Remote Access, WatchGuard firewall, etc.
* Planned and performed network additions, changes, and upgrades.
* Configured, monitored, & maintained multiple servers: NT/2000 servers, Exchange servers, Internet Information Servers, SQL servers.

**KB Homes Corporation | Los Angeles, CA 7/1998 –7/2000**

***Web/Network/Messaging Administrator***

Daily duties included: M/S Exchange/Outlook administration, Windows 95/98/NT administration, Cisco switches and router configuration, DNS, DHCP, WINS, firewall management and troubleshooting, infrastructure planning and design, research and development for new IT solutions.

* Initiated and built corporate Intranet website based on Microsoft Internet Information Server and Site Server.
* Planned and designed NT domains, SQL servers, hardware and software installs and upgrades.
* Managed daily maintenance and troubleshooting of Novell and NT Networks, Cisco routers and switches, MS SQL Server, HP Backup System, AS/400 TCP/IP host connectivity and Win NT/95/98 Workstations.
* Conducted administration of clustered Microsoft Exchange Site, Windows NT Domains, with user information updates, configuration enhancements.

**EDUCATION**

*California State University Northridge,* Northridge, CA

School of Engineering and Computer Science, 1996 – 1998

*Santa Monica College,* Santa Monica, CA

Computer Science Courses, 1994 - 1996

*National Metallurgical Academy of Ukraine*, Dnepropetrovsk, Ukraine

Mechanical Engineering, 1991