Kweku F Atta Asiedu

Tel: 925-503-8090 Email: kweku.asiedu@hotmail.com

**Career Focus**

Experienced computer and network engineer, with diverse industry experience in banking, health care, insurance and non-profit organizations. Professional expertise includes systems applications, hardware, Active Directory and Domain Services Administration, Office 365 and Share Point administration. Core Strengths Windows Server Technologies. Support Analyst for Help Desk Level I, II, III Tickets. Builds, deploys, and migrates desktop computer systems to users. I Lead as well as supports IT Enterprise Application rollouts and upgrades, that includes Portal, Document Management System, Capacity Planning Tools, E-Learning, Contact Management. Assists IT Director in budget planning and managing vendor relationships.

**Core Strengths**

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| --- | --- |
| * Windows Server Technologies. Active Directory and Domain Services 2003-2016 * Windows Operating Systems * Proficiency in TCP/IP protocols * DHCP/DNS Ethernet and Firewall proficient | * Proficient in Printers, SMTP/Scan to email * Troubleshooting and Analysis * Exceptional telephone etiquette patient and diligent * MS Office 365 Exchange/ MS Exchange * Virtualization – Hyper-V and VMWare |

**Experience**

**Planned Parenthood (Northern California) 06/2020 – 08/2020 –** Snr. Systems Administrator

Management of Active Directory & Domain Servers

Management of Exchange on prem and Exchange online

Management of servers, (File, Print, ShoreTel, System Monitoring Tools Citrix Farm)

Management of SQL servers

Management of SharePoint sites and applications and SharePoint Farm

Systems administration including

* Desktop central management
* Patch management
* System and network monitoring
* VEEAMs backup solution
* Storage administration – Pure & NetApp
* Mitel & ShoreTel Telecommunications

Management and administration of helpdesk ticketing systems – TrackIT

Citrix – Provisioning & Administration

**Eye, Lips & Face (ELF) 05/2019 – 03/13/2020**– Systems Administrator

* Successfully planned and implemented companywide Windows10 Migration
* Planned and Implemented imaging solution
* Planned and implemented Hardware procurement and assignment solution
* Windows software and application support
* Mac Support - Assignment, Networking, Storage & Application Support
* SharePoint/Office 365 & Azure – Engineering and Administration
* Azure virtual machines - Engineering and Administration
* Microsoft Exchange Online Administration
* Active Directory, Domain Controller (AD/DC) Administration
* Storage solutions: EVO, Egnyte, Network Shares
* Provided on premise network Administration and support

**Amyris 07/2018 – 05/2019**– SharePoint Administrator (with development) – Remote Consultant

* Created sites, built custom workflows, and managed permissions and content as requested from customers
* Implemented useful SharePoint capabilities based on feedback and stakeholder interactions
* Constructed multiple sub-sites, pages, and libraries with the deployment of the new. SharePoint Site.
* Designed and customized pages and applied complex permissions using SharePoint groups and active directory groups.

**Kenneth Rainin Foundation 03/2018 - 07/2018** – Systems Administrator

* Network Admin – Routing Switching Proxy Servers/Firewall- Design & administration
* Configure and Administrator Office 365 and SharePoint including migration
* SharePoint/Office 365 and Azure administration SharePoint -Design and development
* VOIP Telephony administration- AVAYA
* Microsoft Exchange Administrator Active Directory/Domain Controller
* Desktop and Laptop technical support
* ESXi Host/VMWare - Virtualize Servers Administrator & Engineer
* Successfully implemented SharePoint solution and data migration to SharePoint Online
* Created automated forms and application in SharePoint - Power Automate/Flow and PowerApps
* Implemented helpdesk and ticketing solution
* Planned and implemented hardware upgrades and request protocol
* Planned and implemented Windows 10 Migration and hardware upgrade

**International Health Nutraceutical Systems 12/2016-3/2018 -** Systems Administrator L1/L2

* Design, run, administer and maintain all Information Technology related systems.
* Networking, LAN - Maintain Servers, Routers, Switches and Server Room
* Servers - Windows Servers 2003 - 2016 serving various functions as DCHP, DNS File Servers and Print Servers
* Data Storage- Compellent and NetApp storage solutions
* Virtual Machines VM Ware Host ESXi 5.5 and 6.0 and associated V-Centers
* Operating Systems - Windows 7 and Windows 10
* Share Point and Office 365
* Hardware Support

**Fidos Networks San Francisco CA 07/2016 -12/2016 (Consultant) –** Systems Support Engineer

* Office 365 and Share Point migration
* VOIP Telephony administration- MIXIE and Zultys
* Microsoft Exchange Administrator
* Active Directory Server and Terminal Servers Administrator (2003-2016
* Desktop and Laptop technical support
* Remote assistant - GoTo Assist
* Azure AD administrator
* Offered user training, orientation and documentation

**TCNW Systems,2015- 08/2016 - San Francisco CA**- Systems Support Engineer

* Supports an environment of about 50% Windows 7 based machines, 10% Mac and about 50% Windows 10 users. Helped with the planning of and the testing of our environments compatibility prior to planned migrations (Office 365 and Windows 10)
* Main administrator for Active Directory, Office 365 and Share Point
* Supports various suites of applications, including MS Office especially Skype for Business and One Drive for Business. Tested and made recommendations for the eventual adaptation of Office 2016 into our corporate environment.

**BMCP Computer Consultants (2013-2015) - Concord CA-** Systems Support Analyst

* Member of Office365 migration team for Telecare
* Office remote and personal support assistance for users new and old
* Supported Enterprise application such as Avatar
* Worked with Citrix ZenApp and Citrix Receiver
* Office 365 Administration.
* Supported Windows XP, Windows 7 and Windows 10 environments
* Administrator for Servers 2003-2012 (Application and Storage)

**Questivity (2012-2013), Santa Clara CA-** Network Support Analyst

* Plan, install, configure and manage network infrastructure
* Managed server infrastructure ensuring high availability and performance levels
* LAN/WAN/VPN administration, VMware administration, and intrusion detection and prevention (IDP) monitoring. Also manage FTP servers, AD/DNS, wireless access points.

**Diablo Computers (2010-2012), Concord CA-** Computer Technician

* Fix non-networked PC and Laptop problems
* Assemble custom/made to order PCs
* Diagnose both hardware and software problems using specific tools
* Install, test and maintain a variety of personal computing and network systems
* Compile and record all procedures
* Ensure complete inventory of related supplies is maintained

**Devonshire Computers (2008-2010) Ashburn VA –** Remote Support Technician

* Provided Remote Desktop Assistance
* Use of ticketing service- Connect Wise Installed and configured software
* Provided assistance with Microsoft Office

**Education and Training**

SAS Certified Base Programmer: SAS Programming 2013

SAS Institute Santa Clara, CA, USA

A+: Computer Hardware, Networking And Operating System 2013

CompTia Santa Clara, CA, USA

Course in Basic Network Infrastructure: Networking 2010

Questivity Pittsburg, CA, USA

Associate of Science: Computer Science

Los Medanos College Pittsburg, CA, USA

Selected Courses

Master of Science: Finance 2002

Middlesex University Business School Hendon, London, UK