GREGORY N. HOFFMAN

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NETWORK & SYSTEMS ADMINISTRATOR

Microsoft Certified Desktop Support Technician ▾ *CISCO Certified Network Associate*
Microsoft Certified Systems Administrator ▾ *Microsoft Certified Professional*

Goal-oriented and collaborative IT professional with experience applying hardware and software design, installation, administration, and configuration to support growing businesses. Proven analytic and problem-solving skills with the keen ability to assess needs, define requirements, develop value-added solutions, and execute technical solutions that streamline and improve operating efficiencies. Adept in communicating with technical and non-technical audiences. Develop system documentation and create policies to meet the needs of dynamic and continuously changing environments.

PROFESSIONAL EXPERIENCE

QUALITY AUTO SALES – **Network Administrator**, San Antonio, Texas   2007-Present

Effectively manage system functionality to ensure ongoing operations, collections of funds, and inventory for a used car dealership with 5 locations doing approximately $2 million in business annually. Support 60 internal and external end users on a daily basis using Microsoft Server 2003 and Wyse terminals.

- Defined and implemented improved corporate policies regarding the location, safety and security of servers and equipment.
- Designed and implemented Cisco VoIP offices, and managed the Cisco Avvid VoIP network, including unity voice mail and unified messaging.
- Recommended modifications to improve speed of operations and system security measures.
- Configured and managed AD, Exchange, DHCP, WSUS, WDS, Antivirus and backup servers in the corporate network.

FARMERS'– **Insurance Agent**, Detroit, Michigan   2001-2007

Counseled clients regarding risk management strategies. Sold life insurance and other policies, and worked with clients to plan for a financially sound future.

- Cultivated and managed a $2 million book of business. Regarded for client commitment and the ability foster proactive partnerships to meet short- and long-term financial goals.
- Contributed to achieving 95% service satisfactory levels within the office.

WESTON GROUP – **Systems Engineer**, Springfield, Illinois   2000-2001

Provided professional leadership and direction to a team of 14, including 6 project team members. Drafted documents outlining procedures for bidding and completing jobs. Established a server pool to coordinate and monitor proper use and accountability of systems. Fostered an environment predicated on open communication.

- Established security policies for systems, and designed and managed secure networks for clients.
- Configured servers to meet specific requirements, including hard drives, memory, planners, video cards, token ring raid arrays, and load software.
- Leveraged expertise in UNIX and NT servers to install 9 operating systems.

US AIR FORCE – **Purchasing and Maintenance Manager**, Shaw, South Carolina   1986-1998

Managed a multi-million dollar budget as part of leading a vehicle reliability and tracking program. Maintained a fleet of vehicles at 98% reliability.

- Managed and ensured ongoing performance of the computer network. Conducted training on equipment and software utilization.

EDUCATION

DALLAS BAPTIST UNIVERSITY, Dallas, TX — **Bachelor of Science**

TECHNICAL INVENTORY

LAN hardware / software ▾ MS Windows 2003/2000/NT4 Server ▾ Exchange Server
IIS Server administration ▾ Active Directory ▾ RADIUS Server accounting and administration
MS Windows XP/2000/NT/9X desktop/workstation operating systems ▾ Backup Exec
MS Office 2003/XP/2000/97 ▾ Access 2003/XP/2000/97 ▾ Outlook 2003/XP/2000/98
TCP/IP Ethernet Networking ▾ DHCP and static IP addressing ▾ Wireless Networking
Symantec Antivirus Corporate Edition