

INFORMATION TECHNOLOGY SPECIALIST

Professional Profile

Quality-driven and practical Systems Administrator with [Number] years aligning business systems with business policies and guidelines. Looking to bring strong analytical and problem-solving skills to an industry-leading software company.

Qualifications

- CompTIA Security + CE SY0-401 Certified
- Refined system debugging and diagnostic skills
- Excellent analytical, interpersonal, communication and organizational skills
- System administration
- UNIX system performance monitoring
- Team player and self-starter with the ability to operate without detailed work direction
- Working knowledge of application servers, J2EE, Oracle, Unix O/S, Linux, LDAP, Database, Service Oriented Architecture and physical architectures, Mainframe, Remedy, Virtual Machine
- High proficiency level in MS Office (Word, PowerPoint, Excel, Outlook)

Relevant Experience

Automated repeatable tasks where possible to increase efficiency. Consistently received a 100% rate of customer satisfaction. Performed root cause analysis to identify system errors and improve accuracy by 15%. Awarded with the Tech of the quarter for contributions to mission.

Experience

Information Technology Specialist Sep 2013 to Dec 2015

Company Name - City , State

- 5 years of experience in the maintenance and troubleshooting of complex infrastructure.
- Provide Help Desk Services first level of troubleshooting to all customers on multiple systems.
- Use internally developed maintenance provider plans, procedures and tools to identify, troubleshoot, and diagnose failures and restore system capability to operations.
- Analyze, diagnose and isolate failures to hardware Line-Replaceable units (LRU).
- Directly replace or coordinate replacement of failed hardware LRU's with the maintenance provider or the vendor.
- Collect data describing the environment at the time of the failure to provide root cause analysis is necessary or escalation to the engineering point-of-contact.
- Provide required support of engineer maintenance provider Discrepancy Report (DR) investigations and resolution efforts if necessary.
- Perform network management services to include: Monitoring networks device health and status, monitoring of network performance and utilization optimization (tuning) tasks.
- Perform operating system monitoring, Commercial off the Shelf (COTS) software monitoring, custom software monitoring, resource memory allocation; modifications to authorized user lists and user profiles; file system maintenance to include (deletion of log files no longer needed and monitoring of storage space, ensuring backups have completed appropriately, awareness that appropriate system processes are up and running at all times).
- Support software promotes by performing system reboots, monthly and daily preventive maintenance, process bounces per documentation.
- Provide accurate and timely documentation of system problems and request in shift turnover log and assign units tickets in accordance unit policy.
- Analyzed customer and stakeholder needs, generated requirements, perform functional analysis and implemented Requirements Management Plans.
- Made recommendations to improve technical practices. Collected, analyzed, and reported program metrics, including product technical performance measures and key performance

parameters.

Systems Engineer May 2010 to Sep 2013

Company Name - City , State

- Obtained all mission related certification required for the application services provider, within the 24x7 technical support tier.
- Trained current and new team members on existing and new application services procedure and Commercial off the Shelf (COTS) software.
- Performed system health analysis to identify, analyze, collect preliminary data, and recommend effective solution to anomalies.
- Coordinated and conducted low-level system testing, problem analysis for servers, desktops and IT infrastructure work.
- Analyzed all levels of total system product to include; concept, design, fabrication, test installation, operation, maintenance and disposal.
- Performed technical planning, system integration, verification and validation, supportability and effective analysis for multiple systems.
- Performed functional analysis, timeline analysis, detail trade studies, requirements allocation and interface definition studies to translate customer requirements into hardware and software policies.
- Coordinated with systems partners to finalize designs and confirm requirements are met.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Diagnosed UNIX and Windows processing problems and execute appropriate solutions.
- Ensured network, system and data availability and integrity through preventative maintenance.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company/customer policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Consistently met deadlines and requirements for all production work orders.
- Monitored network performance and provide network performance statistical reports for both real-time and historical measurements.
- Managed network monitoring and server monitoring both on- and off-site.
- Recommend architectural improvements, design solutions and integration solutions.

Systems Engineer Associate Feb 2009 to May 2010

Company Name - City , State

- Coordinated all NEAS weekly brown-bag seminar for the VA-95 Technical Resource Center.
- Formatted and delivered training specific to the intended party and purpose for company standards.
- Updated, composed and created content in electronic format assuring accuracy and proper display for the VA-95 TRC Technical Library.
- Served as Windows Subject Matter Expert (SME) to research, create procedures and recommended COTS product to enable Closed Caption video content for support of the National Center for Missing and Exploited Children (NCMEC).
- Reviewed, and routed resumes to appropriate Managers as an Account Representative on the Resource Planning Team (RPT).
- Maintain a spreadsheet of employees with key contact information, skills, and resumes.
- Communicated the duties, compensation, benefits and working conditions to all potential candidates.
- Researched and recommended new sources for candidate recruiting.
- Reviewed human resource paperwork for accuracy and completeness by verifying, collecting and correcting additional data.

Education

Bachelors of Science , Computer Engineering Technology Spring 2008 Prairie View A&M

University - City , State GPA: GPA: 3.048/4.0

Computer Engineering Technology GPA: 3.048/4.0

Personal Information

Active TS/SCI w Poly (last update, 05/2010)

Additional Information

- Security Clearance: Active TS/SCI w Poly (last update, 05/2010)
- Ability to adapt to changing technology, learning and applying new methods for achieving the goals of the organization
- TAC/ABET accredited , Dean's List 2005-2007, Honor Roll 2006-2007
- Engineering Technology Association; Vice President 2005-2007
- Tau Beta Pi Engineering Honor Society; Vice President 2007-2008

Skills

interpersonal, hardware, concept, content, clients, customer satisfaction, Database, debugging, desktops, direction, documentation, engineer, functional, Help Desk, human resource, J2EE, LDAP, Linux, Mainframe, memory, access, Excel, MS Office, Outlook, PowerPoint, Windows, Word, network management, network, networks, operating system, optimization, Oracle, organizational skills, policies, problem analysis, processes, real-time, research, self-starter, servers, spreadsheet, system integration, Team player, technical support, troubleshoot, troubleshooting, UNIX, validation, video, web applications