

## EXPERIENCE

### IT Technician

*Riverwoods Group Exeter, New Hampshire October 2018 - Present*

- Lead site technician for site-wide wifi project (including research, development, and deployment).
- Resolve and monitor all IT requests for staff-related technical issues.
- Collaborate with team members and provide support with technology projects as assigned.
- Chiefly responsible for site-wide asset configuration and management of company hardware and software (i.e. laptops and desktops, printers, network and server equipment, etc.)
- Maintain company-wide deployment of all analog and digital radio systems (Kenwood, Icom, and Motorola).
- Issue and deploy phone numbers and VOIP hardware (i.e. phones and conference systems), and provide reference documents to employees as needed.
- Ensure contracts for various hardware (Printers, Radios, Life Safety Systems, ect..) are accurate and up to date.

### Tier 2 Desktop Technician

*Thermo Fisher Scientific Tewksbury, Massachusetts October 2016 - October 2018*

- Sustain PDM Backup solution to ensure 100% up time.
- Create, modify, and maintain desktop images for all local and remote users.
- Configure all desktop and laptop computers for 360 employees and contract worker at Tewksbury location.
- Inventory and log software and hardware assets totaling over 700 laptops, desktops, printers, and accessories.
- Lead support for all back-end aspects of Avaya phone system (i.e. server, softphone, physical, and customer support phone queue).
- Perform physical repairs of over 30 servers, 700 desktop/laptop computers, and 300+ cell phones.
- Shepard server infrastructure (i.e. routers, switches and core switches, POE equipment, SAN/NAS, and backup type solutions).
- Deploy and implement multiple ERP systems (i.e. intuitive, SAP, and Growthpower).
- Collaborate with vendors (i.e. Avaya, EMC, Iron Mountain, SolidWorks, Fisher Unittech) on daily tasks such as troubleshooting and product orders.

### Senior Systems Administrator

*Department of Marine Resources Biloxi, Mississippi August 2015 - September 2016*

- Managed daily operations of the PCC host computers by monitoring system performance, configuration, maintenance, and repair. Ensured that records of system downtime and equipment inventory were properly maintained. Applied revisions to host system firmware and software. Worked with vendors to assist support activities.
- Developed new system and application implementation plans, custom scripts and testing procedures to ensure operational reliability. Provided training to technical staff regarding new software and hardware developed and/or acquired.
- Supervised Operations staff including hiring, training, evaluating and disciplining. Provided work direction to technical staff, contract staff and/or student employees. Determined appropriate coverage for all hours of operation.
- Performed troubleshooting as needed and lead problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- Established and managed users Unix accounts. Installed, modified and maintained systems and utility software on server computer systems, and provided server support to other related software.
- Established guidelines and methods for installation and management of host computer operating systems, disk arrays, fiber channel switches, tape libraries, and other critical components.
- Ensured high availability and acceptable levels of performance of mission-critical host computer resources.

### Auditor

*Goodman Networks Houston, Texas November 2014 - March 2015*

- Performed extensive quality and safety audits on contractors and their work to ensure adherence to all applicable codes and contractual requirements.
- Created comprehensive project reports for remediation.
- Assigned and supervised roles/responsibilities of fellow department members.
- Worked with many members of the Operations department to develop a more fluid internal and external audit process.
- Attended meetings with representatives of associated companies to discuss different influential aspects obtaining to the Quality & Safety department.
- Completed daily and weekly objectives such as: time reports, expense reports, time cards, online training classes, and schedules.

### **Network Administrator**

*VKC Group Sugar Land , Texas                      July 2014 - November 2014*

- Installed, configured, and managed surveillance systems.
- Installed operating systems, workstations, and printers.
- Set up VOIP phone system (FusionPBX/Freeswitch).
- Built network from ground up: created network diagrams, assigned IP addresses and subnet masks, set up clients, servers, domain controllers, and firewalls, and set up users and login rights.
- Installed physical wiring for networks.
- Trained system users to properly and efficiently use the network, share drives, SharePoint, commercial software, and security settings on network accounts.
- Researched Networking and Application Solutions for Users Troubleshooting for users.
- Recommended proper hardware and software solutions to achieve successful job completions.
- Consulted with programmers to troubleshoot systems and performed basic troubleshooting procedures with client machines, networks, and servers.

### **Network Administrator**

*Mississippi Gaming Commission Jackson , Mississippi                      June 2011 - May 2014*

- Executed full network builds: constructed network diagrams, assigned IP addresses and subnet masks, set up clients, servers, domain controllers, and firewalls, and created user and login rights.
- Installed physical wires for networks.
- Installed operating systems, workstations, and printers.
- Trained system users on proper and efficient use of: the network, shared drives, SharePoint, commercial software, and security settings on network accounts.
- Researched Networking and Application Solutions for Users Troubleshooting for users.
- Consulted with programmers to troubleshoot systems and performed basic troubleshooting procedures with client machines, networks, and servers.
- Proposed suitable hardware and software solutions in order to successfully complete jobs.

### **Communication Computer System Operations Specialist**

*United States Air Force                      July 2007 - July 2013*

- Created and managed Active Directory user accounts, security groups, group policies, OUs, and programs.
- Managed DNS, DHCP, WINS, SCCM and Directory Services, OWA, ActiveSync, and Outlook Anywhere access, and offsite backup data replication
- Installed, configured, and upgraded Windows Server OS; Installed, configured, and upgraded VMware 'vSphere' infrastructure (vCenter, ESXi).
- Spun up and managed Microsoft SQL server.
- Troubleshoot fax server communication issues as well as replaced failed server hardware components.
- Updated component firmware and software.
- Ran and organized physical network and power cabling.
- Maintained and configured Unix firewalls.
- Provided support for enterprise systems and users.

### **SKILLS**

- Active Directory
- Aruba Secure Access
- Avaya (Phone and switch hardware)
- Cisco (Phone, switch, and router hardware)
- Dell (Desktop and server hardware)
- Enterprise Resource Planning (Intuitive, Growthpower, and SAP)

- Firewall Appliances (Bluecoat, Cisco ASA, and pfSense)
- Foundry Network (Switches)
- FuzionPBS
- Group Policy
- HP (Server and tape drive hardware)
- Juniper VPN
- Linux (Redhat/Fedora, Ubuntu, Arch, CentOS, and FreeBSD)
- McAfee (Encryption)
- MatLAB
- Microsoft Exchange 2007/2010
- Microsoft Office (2007/2010/2013/2016)
- Microsoft Office 365
- Microsoft SQL Server (2008 & 2008 R2)
- Microsoft System Center 2012 R2 Data Protection Manager
- Microsoft System Center Configuration Manager
- Microsoft Windows Server 2008 r2
- Microsoft Windows XP/7/10
- MozyPro Backup Solutions
- Solidworks EPDM
- Symantec (AV and Encryption)
- VMWare (Version 4+)

## EDUCATION

**Air Force Network Administration Technical School** Biloxi, Mississippi May 2008

**New Horizons Computer Learning** Jackson, Mississippi December 2010  
*CompTIA Security+*

**New Horizons Computer Learning** Jackson, Mississippi April 2013  
*VMware Certified Professional*

**National Flight Simulator, LLC** Manchester, New Hampshire May 2018  
*AWS Cloud Practitioner*