**Jasmeen Samra**

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**PROFILE**

A highly analytical, motivated and organized system administrator with three years of experience in system maintenance, administration, IT support, and software and hardware procurement. Excellent at finding appropriate solutions to any kind of IT problems.

Work will individually and in a team environtement. Quick at l

Looking for systems administer position with a company that will challenge my problem solving skills and offer career advancement.

**TECHNICAL SKILLS**

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| **Software** | VMware Fusion, Hyper-V, Parallels, OpenVPN, Microsoft Word, PowerPoint, Excel, Access, Outlook, Exchange, Visio, FTK Toolkit, ExifPro, FTK Imager, Wireshark and WinHex |
| **Operating Systems** | Windows XP through 10, Windows Server 2003 through 2012R2, and all Apple operating software |
| **Others** | Java, PHP, HTML, and SQL |

**EXPERIENCE**

**Sigma Space Corporation, Lanham, MD Systems Administrator - Associate January 2013 – Present**

Work as a part of a small support team that handles all of the IT requirements of the business, which includes planning, designing, implementing, and supporting. Ability to assist with day-to-day running of an IT department and its business IT systems

Maintained system-wide backups using Symantec Backup Exec 2012. ♣ Procurement of IT equipment within set budgets. ♣ Wrote technical documents for change control procedures. ♣ Built a Windows Deployment Server with Microsoft Deployment Toolkit and set up custom installers to roll out applications on a company-wide level. ♣ Supporting a multi-site IT infrastructure of 140 employees

* Active Directory account management and data analysis
* Manage access and governance of Active Directory
* Manage Outlook Exchange server and associated tasks
* Establish documentation for system configuration
* Create and maintain instructional documents for users
* Diagnose, troubleshoot and document problems reported by users
* Create backups of Linux, Windows, and Mac operating systems
* Configure Windows, Mac, and Linux systems
* Configure IP phones and Cisco Access Points
* Configure and troubleshoot Dell network switches
* Oversee inventory and purchasing of IT hardware and software
* Install Windows Server 2012 R2 and configure role and services
* Manage multiple Windows 2012 R2 Servers

*Accomplishments:*

* Saved company more than $2000 by purging unused postini accounts
* Successfully resolved 929 helpdesk tickets within a year

**Wal-Mart Store Inc., Burke, VA Certified Pharmacy Technician 2008 - 2013**

* Managed and tracked client prescription data
* Resolved third-party issues/transactions
* Maintained patient confidentiality in compliance with HIPAA policy

*Accomplishments:*

* Trained 5 employees and helped them get certified

**Bank of America, Fairfax, VA Teller 2011**

* Processed cash and check transactions accurately and efficiently
* Issued money orders and cashier checks
* Contributed to the sales of bank products such as credit card, and checking, saving, and business accounts.

**EDUCATION**

**George Mason University, Fairfax, VA Cumulative GPA: 3.44 May 2013**

B.S. Information Technology concentration Information Security  
Minor in Business

**Honors**: Fall 2009 – Summer 2012

**Certification:** Currently preparing for CCNA