

Systems Administrator Systems Administrator Boise, ID Authorized to work in the US for any employer Work Experience Systems Administrator Taos - Boise, ID October 2018 to Present Perform daily engineering tasks of system administration related solutions for various operational needs Provide responsive and high-quality technical support in the 24x7 Network Operations Center Proactively monitor all production networks, servers, applications, and services Respond to alerts/alarms and escalations according to standard operating procedures Work with Solution Engineering support and third-party vendors during routine deployment and outages Ensure escalations are handled in a professional, consistent, and relentless manner Manage incidents from beginning through final resolution, including customer notification Systems Administrator The Network Operations Company - Saint Augustine, FL June 2018 to August 2018 - Administrate, configure and monitor Cisco, SonicWall, and Fortinet firewalls. - Deploy, configure, troubleshoot VPN, MPLS and wireless networks. - Active Directory administration, deployment, and monitoring. Windows Server 2008 - 2016 - CentOS/RHEL Administration - Hyper-V and VMware troubleshooting and administration - Manage client ticket flow in PSA -- Autotask - Administration of O365 and on premise Exchange Servers - Server backup monitoring and troubleshooting NOC Technician II Treysta Technology Management - Gettysburg, PA August 2017 to February 2018 -Manage monitoring and remote access of 2900 nodes using Solarwinds N-Central -Server maintenance, management, troubleshooting. - Integration management and troubleshooting (Connectwise, N-Central, IT-Glue) -Help desk Tier 2 Escalations -Linux troubleshooting and administration (CentOS, RHEL, Ubuntu) -Microsoft Active Directory -Sophos, Fortinet, SonicWall troubleshooting and configurations -Scripting - bash and Power Shell - Datto device administration Network Engineer - Automation Programmer Bethesda Systems - Bethesda, MD October 2016 to June 2017 -AV installation and troubleshooting -Experienced with Control4, RTI, Lutron, and Savant -Performed network troubleshooting, design, deployment, monitoring, and maintenance. Ubiquity, Netgear, Extreme Networks, Brocade. -Provided on site and remote client support -Provided technical support to sales, project management, and technicians. -Server administration. -RMA authorization and documentation Sales Manager Twin Springs Fruit Farm - Orrtanna, PA July

2013 to October 2016 -Performed retail sales management, transportation, and customer service functions at farm markets in the DC metro area. -Staffed markets accordingly to business needs.

Manager Ragged Edge Coffee House 2011 to 2014 -Managed multi-channel foodservice sales and operations (3 Locations and mobiles). -Developed and conducted employee training and meetings. -Scheduling, Recruiting, Hiring. -Social media marketing. -Equipment maintenance and repair: POS servers/terminal and networks, espresso/coffee machines, vending machines. Account Executive/Outside Sales 717 Studios - Carlisle, PA 2013 to 2013 -Sales - Web Development -Prospected for new clients. -Provided exceptional customer service -Wrote and presented winning sales proposals. -Administrated and used Salesforce.com. Systems Administrator One Wireless World - Lancaster, PA January 2006 to October 2007 -Administrated company networks, databases, and POS systems. 35+ retail locations, 2 offices. -Active Directory -Google Apps -Server administration Sales Associate RadioShack - Hanover, PA 2003 to 2006 Electronics sales and customer support. Jr. Engineer (Broadcast) Adams Community Television - Gettysburg, PA 1999 to 2001 -Responsible for all station operations head end control and daily sign on/off. -Directed live broadcasts and produced original video content. -Used, maintained and configured broadcast AV systems. -Administrated station LAN. -Server administration Education Other Skills Excel (10+ years), Customer Service (10+ years), Computer Skills (10+ years), Communication (10+ years), Account Management (10+ years), Linux (5 years), MS Office (10+ years), Project Management (10+ years), Leadership (10+ years), Strong Communication Skills (10+ years), Highly Motivated (10+ years), Highly Organized (10+ years), Apple (10+ years), Mac OS X (10+ years), Internet (10+ years), Internet Research (10+ years), TCP/IP (10+ years), LAN (10+ years), Wireless (10+ years), Technical Support (10+ years), Windows (10+ years), Mac OS X (10+ years), LAN (10+ years), Information Security (10+ years), Information Technology (10+ years), Switches (10+ years), Routers (10+ years), Network Security (10+ years), Network Administration (10+ years), Network Management (1 year), Cisco, Juniper, Security, Vmware, Active Directory, DNS, Active Directory, DNS, MPLS, VPN, firewalls, Vmware, Security Certifications/Licenses Fortinet Network Security Associate (FNSA) March 2017 to March 2019 NSE3 Certification Control4 Certified Automation

Programmer Present Certified programmer for home automation networks

Name: Deborah Hansen

Email: gwalters@example.com

Phone: 302-322-0995