

Systems Administrator III Systems Administrator III Systems Administrator III Lester, PA System Administrator with exceptional attention to detail and follow through. Capable of administration in multiple environments (Windows, Apple, Linux and VMware). Well versed in Tier 11 and 111 support. Desiring to obtain a system administrator role with a stable growth company. Work Experience Systems Administrator III QVC Inc - West Chester, PA April 2000 to March 2019 Progressively moved through the organization via promotion. Technical Level 3 Support - Closed cases within 98% of SLA Macintosh Administration - Built, scripted and Automated over 50 packages with minimal defects Vertex Database updates - Maintained version and automated the push of the application details to QVC users. Adobe Cloud Services - Built, Maintained and automated service. Setup Active Directory Sync. Maintained user groups for access. Implemented Single Sign On VMware - Vsphere - Served as the administrator for Vsphere, created clones built and recomposed linked clones. VFusion- Setup and installed. Used for the graphic artists to use Microsoft application. VMware - Appvolumes - Built, scripted and published 50 plus complex applications SCCM - Packaged and scripted 80 plus packages. Tested and Deployed security patches using automation. Setup and maintained remote site application synchronization.. Business Analyst Elf AtoChem, ARKEMA - Philadelphia, PA October 1999 to April 2000 Placed at location as a contractor Supported Windows 98 architecture for 5000+ clients. First and second level technical computer support for clients that were in the building, sales people that were on the road, and clients at remote site locations. Supported and used WinInstall server for Software installation for clients on premises, on the road or at remote facilities. Desk side second level visits to clients as needed for support or training. Deployment Contractor QVC Inc - West Chester, PA April 1999 to October 1999 Placed at location as a contractor for 6-month project, . Upgrade company from Windows 3.1and DOS, to Windows 95 and NT. Upgrade hardware as needed to support new Operating System models. Training and support for the clients that were unfamiliar with the new upgrades. Create documents for other team members to follow to solve problems or train clients. Deployment Contractor Entex - Wilmington, DE October 1998 to April 1999 Served as a Consultant at Wilmington Trust Bank Upgrade company from Windows 3.1, to Windows NT. Upgrade

hardware as needed to support new Operating System models. Training and support for the clients that were unfamiliar with the new upgrades. Create documents for other team members to follow to solve problems or train clients. Maintain mobile (local) deployment server with images, applications, and updates. Education Ridley High School - Folsom, PA June 1988 Skills VMWARE, DATABASE, TECHNICAL SUPPORT, CUSTOMER SERVICE Additional Information Skills Apple Administration Windows Administration VMware VSphere Microsoft System Center Configuration Manager Implementation of new IT resources Technical Support JAMF Adobe Cloud Vertex Database Communications Client and vendor relations Customer service

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