

Network Engineer Network Engineer Systems Administrator San Antonio, TX Authorized to work in the US for any employer Work Experience Network Engineer IT Management, Inc. - Bakersfield, CA January 2017 to September 2018 Engage customers over phone Aided customer in troubleshooting client workstations Perform routine maintenance tasks (servers reboots, Windows patching and service restarts, MS SQL configuration/updates, VM software/firmware updates) Identify and troubleshoot server performance issues using native Windows Server tools and utilities Initial Site setup Run network cabling Install and setup patch panels Setup firewalls for use Create VPNs Setup Switches Create and manage Active Directory environments Visit different sites to aide in various trouble/incident issues Assist in workstation relocations Act as POC between customers and 3rd party companies Used Spashstream and Teamviewer for remote assistance Research trouble issues and evaluate multiple options to resolve customer incidents Cloud Systems Administrator Park Place International - San Antonio, TX November 2015 to April 2016 level 2) Engage customers over phone Aided customer in troubleshooting client VDI session(VMWARE Horizon) and Bridgehead Backups Perform routine maintenance tasks (servers reboots, Windows patching and service restarts, MS SQL configuration/updates, VM software/firmware updates) Identify and troubleshoot server performance issues using native Windows Server tools and utilities Route tickets to applicable departments Used Nimsoft ticketing system to document issue Used WebEX for remote assistance Research trouble issues and evaluate multiple options to resolve customer problems IOS Support Advisor(temp) REMX/VMC - San Antonio, TX July 2015 to August 2015 Engage customers over phone Aided customer in troubleshooting iPhone 5/5s/5c/6/6plus, iPad, iPod touch Route calls to applicable departments Use ticketing system to document issue Used BOMGAR for remote assistance Research trouble issues and evaluate multiple options to resolve customer problems Windows System Administrator Rackspace IT Hosting September 2010 to October 2011 Engage with customers over the phone and through support portal Use ticketing system to document issue Proactively address potentially impacting server issues for customers Issues addressed would include: Server Hardware, Networking, Web Services, Database, Active Directory Validate monitoring alerts,

create support tickets as required and execute predefined troubleshooting instructions
Troubleshoot Active Directory communication issues Create Active Directory users, OU groups
Perform routine maintenance tasks (servers reboots, Windows patching and service restarts)
Identify and troubleshoot server performance issues using native Windows Server tools and utilities
Route tickets to applicable departments Perform documented server maintenance Aided in the
training of new hires Support Specialist Rackspace IT Hosting March 2010 to September 2010
Performed basic Windows/Linux troubleshooting Route tickets and calls to applicable departments
Created/edited monitors (URL, Ping, Nimbus, MOM, SCOM) Trained new hires Validate
monitoring alerts, create support tickets as required and execute predefined troubleshooting
instructions Monitoring Technician Rackspace IT Hosting October 2007 to March 2010 Trained
new hires Created/edited monitors (URL, Ping, Nimbus, MOM, SCOM) Validate monitoring
alerts, create support tickets as required and execute predefined troubleshooting instructions
Verizon Floor Agent Tel Vista - Dallas, TX January 2007 to April 2007 Supported Verizon DSL
Documented incoming calls and troubleshooting via Remedy notes Basic network and router
troubleshooting Configured Private LAN/WAN networks Provided Windows troubleshooting via
screen sharing using Go2Assist Performed basic Windows troubleshooting Route tickets and
calls to applicable departments Education High School Diploma Bakersfield High School -
Bakersfield, CA September 1998 to February 2002 Additional Information Operating Systems MS
Windows XP / XP pro / Windows 7/ windows 8, 8.1/ Windows 10/ 2003 server edition/ 2008/
2008R2/ 2012/ 2012R2/ 2016 Tools / Applications: Microsoft Internet Explorer 2.0 - 11), Mozilla
Firefox, Remedy, Remedy Notes Maker, CSR Tools, Go2asist, Microsoft Outlook Express 5/6,
Power Point, Word, plus familiarity in many other various applications for all versions of Microsoft
Windows e.g. WSUS, 6/7/8,(basic) MS SQL 2005/2008/2008R2/2012, VMWARE: VSphere,
Horizon, BOMGAR, WebEX, Microsoft Exchange 2010

Name: Tracy Hutchinson

Email: tsmith@example.com

Phone: 2692846789