

Systems Administrator Systems Administrator Systems Administrator II Chandler, AZ Authorized to work in the US for any employer Work Experience Systems Administrator PCA Skin - Scottsdale, AZ September 2018 to Present Managed hybrid on-premise Active Directory and Azure AD environment with Office 365 and SSO for 3rd party applications Managed aging Dell server farm, upgraded memory, updated firmware, rebuilt and expanded RAID arrays Redesigned and configured network to improve functionality with VLANS and security ACLs Managed mixed network device infrastructure including Dell, Cisco, and Ubiquiti Rebuilt and supported VMWare ESXi 6, 6.5, and 6.7 environment and incorporated vCenter for manageability Migrated Active Directory to Windows Server 2019 domain controllers and elevated functional level Administered and troubleshoot applications and services on Windows Server 2003, 2008, 2012, 2016, and 2019 Redesigned Active Directory OU structure to improve usability and group policy deployment Collaborated with management to redesign phone IVR in Five9 Cloud Call Center Maintained server backups using ArcServe UDP software Skills attained: Azure AD, Office 365, ArcServe UDP backup, Five9 call center, Windows Server 2019, Windows 10 Server Specialist II Salt River Pima-Maricopa Indian Community - Scottsdale, AZ February 2015 to February 2018 Supported VMWare ESXi and vCenter in a geographically and logically dispersed multi-datacenter environment Monitored infrastructure health using VMWare vROPs, HP OneView, Microsoft SCOM, SolarWinds, and Dell Essentials Provisioned and maintained over 400 virtual machines of various OSes from clones, templates, OVA packages, and P2V Performed lights-on operations including performance monitoring/troubleshooting, compatibility checks/upgrades, snapshots/backups/restores, and image creation Administered and troubleshoot applications and services on Windows Server 2003, 2008, 2012 and 2016 Patched all Windows servers monthly using Microsoft SCCM; monitored and troubleshoot to ensure 100% deployment compliance Managed accounts and troubleshoot problems in converged Exchange 2010/2016, Lync 2010/2013, and Cisco UCM 11 environment Monitored status and replaced drives as needed on Dell Compellent and NetApp SAN storage arrays Created documentation outlining Standard Operating Procedures (SOPs), topology designs, and project plans Skills attained: VMWare ESXi & vCenter,

Windows Server 2016, Cisco Call Manager, CommVault, Microsoft SCCM Systems Administrator

Arizona Office Technologies - Phoenix, AZ October 2011 to March 2014

- * Supervised network of approximately 10 physical servers, 60 Microsoft Hyper-V virtual servers, and 150 workstations and laptops
- * Administered Windows 2003, 2008, and 2012 servers; Services included Exchange 2007, SharePoint 2010, Hyper-V, IIS7
- * Managed "cradle to grave" user provisioning in Active directory, Exchange 2007, ShoreTel VoIP phones, and Meraki MDM
- * Researched, designed, and deployed Cisco Wireless network environment for 50,000 ft office building
- * Researched and designed new Cisco network switch environment with new VLANs, subnetting, and routing
- * Redesigned disaster recovery solution using Symantec Backup Exec 2010 and LTO4 robotic tape library
- * Designed, deployed, and administered Symantec Endpoint Protection 2010 enterprise anti-virus solution
- * Developed forms for automating process workflows using Microsoft InfoPath and SharePoint 2010
- * Deployed custom system images and updates using Symantec Ghost, Microsoft SCCM, and WSUS

Skills attained: Windows server 2008 & 2012, Active Directory, Group Policy, Hyper-V, ShoreTel VOIP, SharePoint, VPN, Exchange Systems Support Specialist

Arizona State University - Tempe, AZ December 2008 to July 2011

- * Provided support for over 600 workstations and network printers in an Active Directory environment
- * Maintained an accurate inventory of university equipment and processed end-of-life devices to the surplus department
- * Performed roll-outs of new or updated software and hardware based on specific requirements of each lab environment
- * Consulted with clients concerning purchase quotes of new hardware and software in accord with budgets and needs
- * Created custom deployment images for Windows workstations

Skills attained: Windows 7, Mac OS X, Office 2010 & 2011

Network Operations Center Technical Support Analyst

Arizona State University - Tempe, AZ August 2008 to December 2008

- * Installed servers, networking equipment, and related cabling in three 24x7 datacenters
- * Monitored status of over 600 physical and virtual servers and related equipment to maintain 99.99% uptime
- * Performed disaster recovery backups of data of critical servers and databases
- * Maintained accurate documentation of servers, cabling, and tape backup libraries
- * Worked closely with other departments and vendors to maintain server and network availability
- * Assisted in the management of network hardware and assured device

connection to proper switches and VLANS Skills attained: HP OpenView, Network Vulnerability Scanning, VLAN Management Education Associate in Networking System Administration Mesa Community College - Mesa, AZ Present Skills System Administrator (8 years), Linux, System Admin (8 years), Redhat, SCCM, Linux Administrator (Less than 1 year), Active Directory (10+ years), Vmware (6 years), LYNC, Powershell (6 years), Red Hat (Less than 1 year), Sharepoint (3 years), Windows Server (10+ years), Office 365 (1 year), Microsoft Exchange (6 years), Microsoft Azure AD (1 year), Ubiquiti Unifi (1 year), Database Administration (Less than 1 year), VOIP (6 years), Cisco IOS (2 years) Certifications/Licenses CompTIA A+ September 2004 to Present CompTIA Network+ October 2005 to Present CompTIA Security+ December 2010 to Present Microsoft Networking Fundamentals June 2015 to Present Microsoft Windows Server Administration Fundamentals June 2015 to Present Microsoft Database Fundamentals May 2015 to Present Cisco Certified Network Associate (CCNA) February 2010 to February 2013 HDI Customer Service Representative July 2015 to Present

Name: Tiffany Adams

Email: foleyjames@example.net

Phone: 208.313.0095