SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR - ALION SCIENCE AND TECHNOLOGY Chesapeake, VA Work Experience SYSTEMS ADMINISTRATOR ALION SCIENCE AND TECHNOLOGY May 2019 to Present Duties: Supporting the development of Department of Defense Joint Staff training tools   Troubleshooting and resolving issues with Windows and RHEL systems   Working closely with my team and communicating to engineer a functional and efficient development environment   Deploying workstations and servers (both physical/virtual) (both Windows/RHEL) and configuring them to meet STIG requirements and for different user software requirements   Patching Windows/Linux machine (both physical/virtual) to ensure that vulnerabilities are mitigated and that the machines are not quarantined   Utilizing tools such as ACAS, vSphere, RHVH, SolarWinds, Infoblox, and more in order to monitor the resource usage and general status of physical and virtual machines on the network   Taking the lead role for extensive projects and documenting progress in both Jira and Confluence, as well as conducting meetings and keeping management informed of progress and hurdles to overcome   Achievements: Deployed multiple RHVH machines and an RHVM server, including configuring hostnames, fully qualified domain-names, network settings (addresses, dns search settings, autoconnect), accounts, permissions, and SELinux settings for virtual machine hosting and management   Created bash scripts to assist in repetitive administrative tasks on remote machines IT SPECIALIST SOC LLC January 2019 to May 2019 SUPPORTING PERSPECTA) Duties: Provided Tier 1 and 2 Service Desk Support for NMCI (Navy Marine Corps Intranet) users' workstations and accounts   Communicated effectively with users to understand the issues they were experiencing and troubleshoot/resolve it over the phone or through email   Worked efficiently to ensure that the path to resolution was identified quickly and the average handling time for each issue was minimized   Used HP Service Manager to create, monitor, work, and consistently resolve an average 30 tickets per day   Used administrative privileges responsibly to install/update/uninstall software, enable/edit user accounts in Active Directory, rebuild Windows profiles, start and stop services, and to use RDP to assist users and better understand the issues I was troubleshooting   Achievements: Received administrative privileges within three weeks of

beginning work   Resolved over 60 tickets in a single shift on multiple occasions   Resolved over 80 tickets in a single shift on one occasion IT SUPPORT SPECIALIST DYNAMIC NETWORK SYSTEMS February 2018 to December 2018 Duties: Conducted meetings with store managers/personnel to identify business requirements and to provide best possible solutions Configured, troubleshot and repaired Windows POS (Point of Sales) machines for customers Mapped customer Network Drives to Shared Network Folders for customer ease of use and private company use   Relocated and reconfigured servers and firewalls for optimal performance and ease of use   Installed and troubleshot USB and network printers   Upgraded Windows Operating Systems on site for clients, ensuring that downtime was minimal   Installed drivers for and configured touchscreen monitors   Visited client sites to troubleshoot and install network security cameras for private communities and businesses to secure their property, including running and terminating network cables   Upgraded POS software applications and drivers to perform effectively with necessary peripheral hardware (card readers, printers)   Maintained and organized IT stock and inventory   05/2016 - PRESENT PRIVATE EXPERIENCE, PERSONAL PROJECTS Built/repaired/upgraded desktops and laptops for myself and family   Set up and secured home networks   Hosted private game servers from my home computer (configured gateway's port forwarding and host-based firewall to allow this)   Installed and updated antivirus software and malware scanners, as well as installing and configuring various HIPS to include McAfee and Malwarebytes   Installed and updated Windows operating systems (XP, 7, 8, 8.1, 10) and Linux operating systems (CentOS 7; RHEL 6, 7, 8)   Created and configured network file shares for home network use   Wrote basic programs in C++ such as calculators and inventory management list creators, as well as a fully-functioning game of Latrunculi (chess variant)   Built and maintained multiple cryptocurrency mining PCs (Windows and Linux/EthOS)   Created a Linux/CentOS VM to be an Apache Web Server and made a basic webpage in HTML/JS, and configured home network/port forwarding/multiple firewalls to allow external traffic to access the webpage Education BS in COMPUTER SCIENCE OLD DOMINION UNIVERSITY August 2020 AA in BUSINESS ADMINISTRATION GERMANNA COMMUNITY COLLEGE May 2018 Skills LINUX, PROBLEM

SOLVING Assessments Technical Support Skills   Highly Proficient March 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/5bpo-85n55dlkrxt Basic Computer Skills   Highly Proficient March 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/wsgonw95wsxmyhc Problem Solving   Highly Proficient March 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/gfxagaer3kakaomp Project Management Skills: Time Management   Highly Proficient March 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/drroixlzewron-3x English Communication Skills: Typing   Expert March 2019 Measures a candidate s ability to effectively transcribe text using a standard keyboard. Full results: https://share.indeedassessments.com/share_assignment/qhjecffataizsl0m Critical Thinking Skills Highly Proficient March 2019 Measures a candidate s ability to use logical approaches when solving problems. Full results: https://share.indeedassessments.com/share_assignment/dx6nvyg0-dezmrmu Intermediate Word Processing Proficiency with Microsoft Word   Highly Proficient March 2019 Measures a candidate's knowledge of intermediate Microsoft Word techniques including the use of formatting, Track Changes, and Comments. Full results: https://share.indeedassessments.com/share_assignment/ac8wwh9x1n2sk-5m Email   Expert March 2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/irwghhgvuqudwg6v   Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Teresa Taylor

Email: florespeggy@example.com

Phone: 297.214.1929x659