System Support Engineer System Support Engineer System Support Engineer - Brownsville Multi-Service Family Health Center New York, NY Authorized to work in the US for any employer

Work Experience System Support Engineer Brownsville Multi-Service Family Health Center - New York, NY 2017 to Present   Configured and harden system security for the Windows network and Active Directory   Performed security administration functions for user, data and remote access   Synchronized Active directory using Windows 2012 Servers at two locations   Provided technical support for end-users on all applications and hardware   Setup and monitored daily backups and recovery functions on Windows servers Systems/ Network Administrator MANA PRODUCTS - New York, NY 1996 to 2016   Implemented 1st network (Class B) for the firm; previously only mainframe   Project leader for upgrading Windows 7 computers to Windows 10 (over 300 PCs)   Provided a help desk function; include handling incidents and requests   Project Leader for MS Office 365 deployment; migrated from in-house system   Administered and maintained user access, process and procedures   Collaborated effectively across departments to work more effectively with others.   EDI coordinator using IBM iSeries and Trusted Link, handling documents transmissions   Served as hardware specialist; installed new and repaired devices (PC's, laptops, printers, etc.), as necessary   Assisted colleagues with technical issues, including Remote Desktop and VPN support   Daily Monitored datacenter infrastructure to ensure system health and availability   Configured Cisco Switches, Routers and firewalls   Assisted with configuration of wireless mobile devices and Meraki dashboard   Designed and created barcode labels to comply with business requirements   Install latest OS updates, Patches, and Firmware   Setup security and folder shares on Server for MS One Drive and SharePoint   Negotiated and contracted with service providers   Established and maintained relationships with vendors   Responsible for recommend and approval of computer equipment   Implemented and configured the video-conferencing system - Polycom   Coordinated integration of payroll systems, time clock system and security badges (critical)   Managed IBM AS400 on a daily basis; completed month end procedures and reports Education AAS in Computer Science Queen's Borough Community College Skills Mpls, Vpn, Avaya, Wireless, As400, Data center, Networking, Solarwinds, Disaster recovery, Mainframe, Edi, System configuration, Isp, Jde,

Visio, Help desk, Lan, Application support, Operations, Active Directory, DNS, Linux, System Administrator, Vmware, Technical Support, Windows, Customer Service, Windows 7 Links http://www.linkedin.com/in/winston-florez Additional Information EXPERTISE Windows Administration Communication Lines Network & Application Support Disaster Recovery Help Desk IT Resource Data Center Operations Team Leadership IBM AS400 Testing and Troubleshooting System Configuration Project Management Windows Servers/Networking System/IT Troubleshooter & Support A systems/ network specialist experienced in managing server infrastructure and networks. Proven record of successfully implementing new systems, enhancing existing infrastructure, upgrading and troubleshooting. Recognized for ability to identify cost saving opportunities. Competent and dedicated professional with a passion for self-improvement and being a solid team contributor. TECHNICAL SKILLS Wireless ISP MPLS Hardware Dell's & HP's WatchGuard IBM AS400 Avaya Routers Switches Software/Apps SolarWinds Office365 Visio FixMe-IT Environments Mainframe Web WAN LAN Internet Operating Systems All Windows VPN JDE World EDI Software Conference Systems Other

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