

Systems Administrator Systems Administrator System Administrator San Francisco, CA Highly motivated IT Professional with 4 years' experience and familiar with both Microsoft Windows server, Red Hat Linux environment and cloud technologies Experienced on installing, troubleshooting windows server 2008/2012 as well as RHEL 6/7, Centos6/7 Familiarity with virtualization and cloud platforms, especially AWS and VMware (vCenter, vSphere 5 and 6) Familiarity with Okta, SSO, MFA and Jira Knowledge in the field of VMware, OpenStack and AWS Cloud technologies Expertise in creating VM Templates, Cloning, and managing VM Snapshots Proven experience in network/hardware/operating system troubleshooting, PC assembly, system integration, technical support and customer service helpdesk Effectively plan, install, configure and optimize IT infrastructures to achieve high availability and performance. Knowledge of Routers, Switches, Hubs, Firewalls, LAN, WAN Intranet, Internet, bash scripting Knowledge of ticketing system Knowledge in different tools like Nagios, and Citrix Server installation Experienced in configuration of DNS, NIS, NFS, LDAP, FTP, SAMBA Quick learner and experience working with production and 24x7 on call environments. Authorized to work in the US for any employer Work Experience Systems Administrator Harley Ellis Devereaux - San Francisco, CA September 2018 to Present Supported users/resolve Windows laptop/PC issues on phone, email and walk-ins, monitor IT helpdesk ticketing system (Zendesk) and address the helpdesk ticket Windows Laptop/PC and server imaging, infrastructure setup and ongoing support, patching and maintenance Deployed software and updates through SCCM, PDQ Configured and troubleshoot AV and video conference technology e.g. Zoom Assisted other team members in troubleshooting and rearing failure in infrastructure Created Users and Assigned users and computers to proper groups in Active Directory and maintained Group Policy Technical Assistant Atlantis University - Miami, FL October 2015 to March 2016 Managed University computers, network and servers (hardware and software) Created Users and Assign users and computers to proper groups in Active Directory Analyzed the performance of resources like CPU, Memory, Disk Usage Provided support, installation of organizations system application and upgraded system application and software. Provided solutions of user daily problems and maintained log sheet of daily problem Installed required

hardware and network infrastructure within the office      Resolved technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems      Installed local area network cabling systems and equipment such as network interface cards, hubs and switches, routers      Networking (hardware), Wiring, installing ports, network jacks, monitor server      University IT Domain maintenance, manage, and monitor System Admin UNDP Nepal - Kathmandu, NP February 2014 to May 2015      Provide system and network administration support for Windows and Linux      Installation, configuration and troubleshooting of windows server 2008 and 2012      Group policy object, Active Directory Roles installation and configuration      Configured, managed and troubleshoot e-mail access using outlook      Performed regular and system backups      Created and performed backup of policies and rules in firewall      Provide documentation and training to user regarding software and different technologies      Assisted system administrators with software packages on Cisco equipment, helped with installation setups, and revised existing documentation guidelines.      Provided network support, hardware      Installed client's system application and upgraded of all application software      Maintained and administered computer networks and related computing environments including computer hardware, systems software, application software, and all configurations.      Managed entire IT infrastructure of an organization and designing of infrastructure using Microsoft Visio      Administers an Active Directory backend including the user directory, group policy deployment      Service Support Engineer ITLinx Pvt Ltd September 2011 to January 2014      Provided customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting using established debugging procedures to over 200 customers      Maintained Active Directory groups and policies, Backups.      Microsoft Windows Server Installation, Configuration and Troubleshooting.      Resolved various technical problems ranging from PC's, hardware, software, network printers, LAN/WAN      Provided solutions of user daily problems and maintained log sheet of daily problem      Installed required hardware and network infrastructure within the office      Installed Active directory, DNS, DHCP server      Managed user, group, organization unit, created group policies in Microsoft windows server 2008 and 2012 platform      Troubleshot problems in the Head Office and other branches, throughout Nepal

Education Master's in Information Technology Atlantis University - Miami, FL BSc in Computer Networking and IT Security London Metropolitan University - London Skills ACTIVE DIRECTORY (4 years), WINDOWS SERVER 2008 (3 years), DHCP (2 years), DNS (2 years), LINUX (1 year), Windows Server 2012/2019 (2 years), Vmware, System Admin, System Administrator, SCCM, Redhat Certifications/Licenses MTA:IT Infrastructure Present MCSA: Office 365 Present Additional Information SKILLS Operating System Linux (RHEL, CentOS, Debian, Ubuntu, SUSE) Windows (MS Windows server 2008/2012/ Windows7/8/10.) Protocols DNS, HTTP, IMAP/POP3, SMTP, LDAP, DHCP, NAT Software VMware vSphere 4/5/6, Hyper-V, Active Directory, Nagios Database Knowledge MySQL, SQL Server, Apache

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