Unstructured Data Security Administrator Unstructured Data Security Administrator Unstructured Data Security Administrator Cary, NC Work Experience Unstructured Data Security Administrator AIG (American International Group) - Charlotte, NC July 2019 to Present Technical Support Engineer - Tier III Varonis Systems - Morrisville, NC October 2017 to Present   Provide application support for Varonis products   Troubleshoot customer infrastructure in relation to Varonis product platforms   Create internal knowledgebase documentation   Collaborate with other teams to identify, address and resolve customer issues   Build and administrate labs for internal teams   Additional Roles   Member of the Varonis Lab Administration Team IT Operations Engineer Chiltern - Cary, NC July 2015 to September 2018   Manage Active Directory user groups and security profiles   Administrate VPN user access   Create and manage Cisco IP softphones and communications   Provide local and remote support for internal IT operations and end-users   Organize and document hardware inventory   Build, configure and maintain assigned employee hardware   Image, capture and re-image company desktop and laptop environments   Assist with company employee security badge access and integration   Troubleshoot network, server and end user system issues   Create backups of company infrastructure   Apply firmware upgrades for company infrastructure   Additional Roles   Member of the Chiltern Office 365 Migration Team   Member of the Chiltern ESET Anti-Virus Deployment Team   Member of the Chiltern Imaging Committee   Member of the SASGrid Support Team   Awards   2016 Chiltern Star Award "For Outstanding Performance in the area of Commitment and Dedication" Systems Administrator 3Essentials Hosting - Morrisville, NC May 2013 to July 2015   Deploy and maintain virtual and dedicated hosting solutions in a cloud environment   Build, rack, and cable network hardware & infrastructure   Troubleshoot both network and computer/server related issues   Administrate a variety of operating systems across different platforms   Evaluate and manage hardware inventory   Configure monitoring for customer and internal hosting environments   Manage various web hosting panels and email platforms   Assist in relocation of equipment between data centers   Provide remote support for hosting related issues   Coordinate with team members for maintenance operations   Organize and plan cloud infrastructure expansion   Create public and internal knowledgebase documentation   Additional Roles   Member

of the On-call 24/7 Rotation Team   3Essentials Representative at NCDevCon IT Specialist - Contractor Connectmatic LLC - Cary, NC January 2013 to May 2013   Design and develop website templates for firm   Install and maintain network architecture and equipment   Create design documentation for small business IT solutions   Assist in customer account acquisition Education Bachelor of Science in Business Administration in Computer Information Systems Appalachian State University Boone December 2012 Skills .NET (Less than 1 year), Active Directory (3 years), Cisco (3 years), Deployment (3 years), VPN (3 years) Additional Information TECHNICAL SKILLS Software: Microsoft Office, MS SQL Management Studio, MySQL, phpMyAdmin, Visual Studio Hardware: Dell, SuperMicro, Intel, AMD, Netgear, Cisco Operating Systems: Microsoft Windows 7, 8, 10, Server 2008 R2 & 2012 R2, Mac OS, CentOS and Ubuntu Web Technologies: Office 365, Plesk, Cpanel, IIS, WordPress, DotNetNuke, Joomla, PHP, and ASP.NET, Exchange, Active Directory, VPN, DNS, DHCP Virtualization: Hyper-V, Virtualizor, KVM and VMware Protocols: RDP, SSH, FTP, SCP, SSL, SMTP, POP3 Deployment Technologies: SCCM, WDS, Acronis

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