Systems Administrator Systems Administrator Systems and Network Administrator Portland, OR

Authorized to work in the US for any employer Work Experience Systems Administrator Native

American Connections - Phoenix, AZ July 2018 to March 2019   Configured and monitored servers

and network devices   Performed on-premises to Office 365 email system migration   Responded

to service requests within the IT support tracking system   Provided hardware and software support

for workstations   Assisted in configuration and support of mobile devices   Distributed training

materials and provide training to staff   Maintained and created documentation on hardware and

software procedures   Conducted software installs and updates   Provided assistance with other

projects including HIE (Health Information Exchange) systems support, network cabling and branch

office deployment Systems Administrator Oregon Food Bank - Portland, OR October 2014 to June

2017   Deployed Cisco ASA firewalls and Catalyst switches   Established client VPN solution

Upgraded MS Exchange servers and implemented Database Availability Group   Supported

organization-wide Skype for Business 2015 migration   Created Disaster Recovery/High Availability

processes   Managed System Center 2012 R2   Upgraded Active Directory environment to native

2012 R2   Responsible for warehouse and office wireless infrastructure   Performed company-wide

endpoint protection upgrade to SEP 12.6   Implemented new Help Desk solution   Participated in

PCI compliance committee   Integrated remote offices into organization's Wide Area Network

Assisted facilities team in installing new backup generator at company headquarters   Initiated

process of consolidating virtual servers into Hyper-V Failover Cluster   Configured multiple Group

Policy Objects Network Administrator Mad Catz Interactive, Inc - San Diego, CA December 2004 to

May 2014   Upgraded company MS Server 2003 Active Directory environment to MS Server 2008

Virtualized majority of production server environment to MS Hyper-V   Standardized and supported

global office Firewall platform on Sonicwall network security appliances   Designed and

implemented global company wide MPLS Wide Area Network   Implemented Dell Equallogic PS

6500 Storage Area Network   Migrated company web servers to unmanaged collocation solution,

saving company over $100,000 annually   Supervised and mentored junior desktop systems

support staff   Managed multiple site T1s, site to site VPN, Citrix Terminal Services Farm, and client

side PPTP & SSL VPN   Oversaw data and systems backups as well as disaster recovery operations   Installed and supported Avaya digital/VoIP phone system at multiple offices   Diagnosed workstation hardware and software problems escalated to me from tier 1 and 2 technicians   Performed employee new-hire/terminations roll outs and ghost images   Maintained all asset management of computers, cell phones, Software licenses and miscellaneous hardware

Technical Support Representative Digitalpath Networks - Chico, CA June 2004 to November 2004 Assisted customers in installation, configuration and troubleshooting of Digitalpath connection software and email   Provided Level 2 and Level 3 technical support to Digitalpath Installers/Field Technicians   Monitored network status for outages and problems and notified Network Operation department Help Desk/Technical Support Datalink Computer Services - Chico, CA March 2003 to June 2004   Provided technical support to dial up, Wireless, and ISDN customer base via phone and email correspondence   Repaired and upgraded PC hardware, Microsoft/MAC Operating Systems and various email programs   Performed onsite network installation and service of DSL, ISDN, T1 and Wireless Broadband service   Set up and maintained all email and user accounts

Computer/Network Technician Halley & Associates - Chico, CA September 2002 to March 2003 Identified PC, email, software and network related issues and performed services to resolve these problems   Provided training on Microsoft Office applications such as Outlook, Word, Access, PowerPoint, and Excel   Evaluated and recommended solutions for upgrades and integration of different technologies Help Desk/Desktop Support Analyst Docent, Inc - Mountain View, CA August 2000 to August 2002   Responsible for troubleshooting and resolving hardware, software, email and network related issues by phone, remote control or desk side visit   Performed company-wide upgrade from Windows 98 and NT Workstation 4.0 platforms to Windows 2000   Professional with Office 2000   Designed and implemented imaging system in order to deploy a pristine image of company standard PC and Laptop configurations for new hire roll-outs and system rebuilds PC Technician Hermes Integrated Systems - Chico, CA July 1997 to August 2000   Performed diagnostics and repairs on PC's, printers, fax machines, and other peripheral devices   Installed and upgraded various software platforms and applications such as: Windows 95, 98, NT 4.0 Workstation

and Server, Microsoft Outlook, Microsoft Office, Adobe, Norton Anti-virus, SQL Server, and WinZip

Purchased, sold and delivered parts and equipment Education Some college Skills Active Directory, Linux, Vmware, System Administrator, System Admin, Office 365, Microsoft Azure, Hyper-V, Cisco, Active Directory, Sonicwall, Sharepoint, MS SQL, Disaster Recovery, LAN, WAN, VPN, Powershell, Citrix, Skype for Business, SAN, Mac OS X, Redhat, SCCM, Linux Administrator

Name: Mr. Jesse Cook

Email: hollymitchell@example.net

Phone: 001-840-856-1588x73206