Systems Administrator Systems Administrator Systems Administrator - AIS Network Richmond, VA

Senior level messaging engineer with fifteen years combined expertise in Microsoft Exchange, Active Directory, and AirWatch working in large-scale, high-visibility, technical environments. Great value to customer services offered with integrity, accountability, and keen attention to details. Excellently communicate orally and in writing with customers, vendors, management, and colleagues. Organization, knowledge-sharing, and competently completing tasks are attributes. A strong messaging and mobility engineer with skills ranging from solutions of critical issues to designing integrated systems. Work Experience Systems Administrator AIS Network - Ashland, VA December 2018 to Present   Proficiently manage Active Directory user accounts, distribution lists, and access control groups via actions that include creation, modification, and granting local access rights.   Respond to, solution and resolve incident and service request tickets to meet Service Level Agreements.   Provide OKTA support for Commonwealth of Virginia   Provide Group Policy Management support   Provide reporting statistics to agencies via tools such as Dell Knowledge Portal - Intrust and Quest Intrust Manager   Provide support for external and internal Domain Name Service (DNS) Enterprise Operations Messaging Engineer AIS Network - Richmond, VA February 2018 to December 2018 Enterprise Operations Messaging Engineer   Providing pinnacle support of messaging services that include Microsoft Lync and Skype for Business, Hosted Mail Archives (HMA), Listserv, and Cisco IronPort.   Team recognized for competently and transparently migrating over 85,000 end-users to a third-party.   Participant in a 24x7 on-call rotation.   Solution and resolve incident and service request tickets to meet service level agreements.   Knowledge-share with junior engineers on using technical, company-provided tools and software.   Proficiently manage Active Directory user accounts, distribution lists, and access control groups via actions that include creation, modification, and granting local access rights. Systems Integrations Specialist - Mobility Engineer CompuCom Systems - Richmond, VA June 2016 to October 2017 Richmond, Virginia) Systems Integrations Specialist - Mobility Engineer   Professionally and proficiently provided clients and customers tier three resolutions of Mobile Device Management issues (Good Technology and AirWatch).   Leveraged business processes and techniques via the development of

technical solutions that achieved objectives of integrating systems used by clients and third-party hardware and software products.   Provided technical provisioning for presentations, installations, and maintenances of products to ensure systems accuracy in configuration and operability. Created and accountable for the technical precisions and completeness of integrated systems' designs and documentation.   Developed and recommended solutions and strategies for clients' business goals, objectives, and systems' infrastructures.   Managed customers' mobile operating system devices that included troubleshooting issues for Apple operating system (iOS).   Create and maintain technical designs and documentation. Enterprise System and Mobility Engineer Northrop Grumman Corporation/Virginia Information Technologies Agency Program - Chester, VA July 2006 to June 2016 Chester, Virginia   Enterprise System and Mobility Engineer   Accountable for the Commonwealth of Virginia's operational excellence within the complex messaging environment that included over 85,000 end-users base with more than eighty messaging and support servers.   Vital team engineer responsible for installing the Microsoft Exchange mail system that included routine and emergency maintenances, multi- system integrations, proactive monitoring, performance tuning, troubleshooting, upgrades, new servers' installations, and escalation of issues resolved using Microsoft best practices.   Subject matter expert in areas that included support procedures, security, and technology advancement.   Met deadlines in an environment that demanded independent accountability and team collaboration; high-level, effective communications with leadership, project management, and agency team resources.   Lead engineer for AirWatch implementation - an innovative mobility solution for integrating messaging services on agnostic smartphones for the Commonwealth of Virginia.   Collaborated with the cloud vendor, internal systems, and customers to provide problem-solving solutions resulting in minimal to no impact on business operations. Managed legacy mobility solutions to ensure optimal health for Blackberry Enterprise Servers, and Good Technology servers.   Ensured continuous improvement of systems, processes, documentation, business, and client support.   Administered Active Directory, Active Roles Server, and ForeFront Identity Manager via password resets, group permissions, and account modifications.   Provided public key infrastructure and secure sockets layer certificate support; maintained internal

Domain Name Servers' updates, and group policy management. Information Technology Specialist II Northrop Grumman Corporation/Virginia Information Technologies Agency Program - Richmond, VA July 2004 to July 2006   Managed the agency's Microsoft Exchange Client and Server environments that include upgrades, system backups, and critical problem resolutions.   Managed Microsoft Exchange Accounts by ensuring accounts integrity of internal and external customers.   Vital support to the Microsoft Exchange Environment via the Microsoft Outlook client.   Promoted user productivity via customization of the Exchange/Outlook application.   Efficient technical support for the Blackberry Enterprise Server.   Successfully completed the Exchange 5.5 to Exchange 2003 Migration Project. Programmer Analyst Virginia Department of Transportation - Richmond, VA September 1997 to July 2004   Technically supported (maintained and upgraded tasks, problem identifications and resolutions) Computer Systems Engineers using distributed network of VAX minicomputers and Microsoft Exchange Client/Server environment.   Managed Microsoft Exchange accounts - configured and customized clients' mail.   Supported the Microsoft Exchange environment that included Microsoft Outlook client monitoring.   Integral role with the Windows 2000 Migration Project.   Created, deleted, modified and maintained accounts/mailboxes security on the VAX and NT platforms.   Provided effective end-users support during VAX/VMXS application All-In-One migration to the Microsoft Exchange/Outlook application. Programmer nine Virginia Department of Transportation May 1994 to September 1997   Assisted end-users through hands-on instructions.   Managed and supported the Form Fill-It application integrated within All-In-One. Supported VAX/VMS, All-In-One, Form Fill-It at nine Virginia Department of Transportation's district locations.   Performed system support program maintenance for end-users.   Evaluated software by testing the functionality to ensure the end-user and system requirements were met.   Maintained software documentation; and prepared training materials. Co-Op Student August 1991 to June 1992   Supported VAX minicomputer office automation software packages: All-In-One, and Form Fill-It. Programmed in Digital Command Language on the VAX/VMS operating system.   Resolved user problems provided via helpdesk requests.   Assisted Transportation Engineers with Trouble Management System Software. Education Bachelor of Science in Computer Science and

Mathematics in Computer Science and Mathematics Virginia Commonwealth University - Richmond, VA Computer Systems Engineering Howard University - Washington, DC Skills System Administrator, System Admin, Active Directory

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