

Network operations engineer Network operations engineer Network operations engineer Joliet, IL To obtain a challenging position in a team environment to fully utilize my customer service, technical experience and education in a company that promotes further learning and professional growth.

Work Experience Network operations engineer Winston & Strawn - Chicago, IL August 2018 to Present

- Support the Windows Server and VMWare environment including activities such as provisioning, maintenance and troubleshooting
- Proactive checkouts and monitoring to avoid service outages or limit their impact
- Troubleshooting and fault isolation to restore service when necessary
- Own, track and resolve 2016 physical and virtual servers' trouble tickets, related incidents and requests
- Provide third tier incident and problem management support to Technical Support by providing prompt response to trouble tickets
- Work with appropriate support personnel, and vendors to resolve issues quickly
- Prepare and maintain documentation of IT Infrastructure including equipment inventory and hardware life-cycle
- Responsible for print server administration and troubleshooting
- Evaluate new products and make recommendations based on how they will improve the overall functionality of the team.
- Design, implement and maintain firm wide standards for e-mail distribution lists, security group membership, monitoring, and network printing
- Responsible for maintaining and administration of two-factor authentication systems, such as SecureAuth or Duo, and mobile device management software, such as AirWatch
- Responsible for monitoring tools such as Solarwinds. Work with teams within IS to configure alerts, respond to alerts, and automate system recovery processes as required
- Responsible for server OS patch deployment as well as patching standards and process to maintain server health across the enterprise environment
- Responsible for maintaining the backup and restore environments using Commvault backup software
- Participate in on-call rotation, will require after-hours and occasional weekend work to implement patches and/or perform system maintenance

System administrator

Guaranteed Rate September 2017 to August 2018

- Provide support for the Guaranteed Rate application environment
- Primary point of contact for escalation failures that are occurring from helpdesk, and engage systems engineer team and supervisor as necessary to assist with correction.
- Defined ticketing system metrics, such as timely deliveries, and adequate problem resolution

Monitor queues, maintain SLAs, own root cause analysis      Create and maintain technical documentation      Support O365 product including Exchange Online, Skype for Business, SharePoint and OneDrive for Business Systems Engineer \ Contractor All Covered May 2017 to August 2017

Maintain security, backup, and redundancy strategies      Guiding onboarding projects for new clients from conception to completion      Document, test, and modify network operating systems to enhance reliability      Diagnose and remedy network and user issues.      Maximize network performance through proactive network design and monitoring.      Develop and maintain accurate and timely guidebooks for clients.      Maintain 76% overall utilization.      Produce up-to-date records of clients' networks as they grow Support Engineer CrossRealms - Chicago, IL 2012 to April 2017      Provide escalation technical support and issues resolution of Windows-based servers and virtual environment      Provide day to day operational to support multiple virtual environments (infrastructure, hosts, VMs)      Perform daily system monitoring, verifying the integrity and availability of all hardware, and verifying completion of scheduled jobs such as backups.      Provide phone, email and in-person onsite support to our clients      Provide technical support/administration for Exchange server      Implement migration to the Microsoft 365 services and/or premises      Knowledge of local/ network printer management      Active Directory/Group Policy management and deployment

Monitor ticketing system for new tickets and work-items. Update existing tickets.      Configure and maintain system backups using Veeam backup and replication      Managed company VOIP phone system and extension listings.      Provide escalation technical support and issues resolution of Windows-based servers and virtual environment Education Master's in Information System Management DeVry University-Chicago - Chicago, IL March 2013 to June 2016 Bachelor's in Information System Security Westwood College - Chicago, IL September 2009 to May 2012 Skills Active directory, Exchange, Server administration, Tcp/ip, Network troubleshooting, SCCM, System Administrator, DNS, Vmware Certifications/Licenses VCP6: VMware Certified Professional April 2016 to Present MCSE: Certified Systems Engineer for Microsoft 2012 June 2014 to Present

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