Systems Engineer II Systems Engineer II Veteran System Administrator/Engineer Columbia, SC A veteran Systems Administrator/Engineer experienced in supporting client/server applications in a physical or virtual environment. Focus on customer satisfaction, team orientation, and exceeding performance expectations. Authorized to work in the US for any employer Work Experience Systems Engineer II Security Bank of Kansas City - Kansas City, KS 2019 to Present      Project planning, design, documentation, and implementation      VMware 6.x Administrator      MS Windows Server Administration (Windows 2008    2019 OS)      MS Windows Desktop OS Administration (Windows 7, 8, & 10 OS)     Backup/Restore and Archival Administration (CommVault v. 11.x)     AD, DNS, PowerShell, & Group Policy Management     Exchange 2010/2016 Administration      Web & Email Filtering Administration (Cisco ESA & ForcePoint Web appliance)        Infrastructure Management & Monitoring (Server, SAN, Print & Application support)      Track & document escalated support calls using Heat ticketing system Systems Administrator/Engineer TFS Group, Inc. - Washington, DC March 2012 to April 2018   Systems Administrator/Engineer   Contracted to FMSHRC     Team Lead/Project planning, design, documentation, and implementation     Enterprise Vault Administration & Management     Backup/Restore Administration & Management (Symantec & CommVault v.9.x)     VMware 6.x Administration      MS Windows Server Administration (Windows 2008    2019 OS)      MS Windows Desktop OS Administration (Windows 7 & 10 OS)      AD, DNS, PowerShell, & Group Policy Management     Web & Email Filtering Administration (Symantec SMS)    Mobile Device Management (Mass 360, Mobile Iron)      Infrastructure Management & Monitoring (Server, SAN, Print & Application support)     Exchange 2010 Administration      Track & document escalated support calls using Track-It ticketing system      Remote Helpdesk Support & Periodic On-Call Support Systems Administrator/Engineer - Contracted to DHS-OIG TFS Group, Inc - Washington, DC September 2007 to February 2012 Systems Administrator/Engineer   Contracted to DHS-OIG     Project planning, design, documentation, and implementation     MS Windows Server Administration (Windows 2008    2019 OS)   MS Windows Desktop OS Administration (Windows 7 OS) Enterprise Vault Administration     Backup/Restore Administration & Management     AD, DNS, PowerShell, & Group Policy Management    Infrastructure Management & Monitoring (Server, SAN,

Print & Application support)  Hyper-V Administration   MS Exchange 2003/2007/2010 Administrator  MDM Administrator  SharePoint 2007/2010 Administration    Track & document escalated support calls using Heat ticketing system System Administrator COMINT Systems Corp November 2006 to August 2007 - Contracted to Bolling Air Force Base    MS Windows Server Administration (Windows 2000-2003 OS)     MS Windows Desktop OS Administration (Windows XP OS)     Windows SharePoint Services 3.0 Administration     MS Exchange 2003 Administration     Blackberry Enterprise Server Administration    Infrastructure Management & Monitoring (Server, SAN, Print & Application support)     Backup/Restore Administration     Periodic On-Call support & Technical Liaison to Helpdesk and Desktop Support Staff    Procurement and client-side support of Blackberry devices and services    Track & document escalated support calls using Remedy ticketing system Systems Administrator Colding Technologies, LLC - Washington, DC December 2005 to November 2006 System Administrator    Contracted to Dept. of Defense Inspector General    Install and configure HP Blade servers using Windows 2003 OS    MS Windows Server Administration (Windows 2000-2003 OS)     MS Windows Desktop OS Administration (Windows XP OS) Blackberry Enterprise Server Administration   MS Exchange 2003 Administration   Backup/Restore Administration   WSUS Management & Symantec AV Server/Client Administration    Travel to Field Office sites for maintenance, upgrades, and customer relations building    Track & document escalated support calls using Track-IT ticketing system Education B.S. in Computer Information Technology in Computer Information Technology University of Maryland/University College December 2005 Links http://www.linkedin.com/in/ghowardsyseng Military Service Branch: United States Army Rank: E-4 Additional Information A veteran Systems Administrator/Engineer experienced in supporting client/server applications in a physical or virtual environment. Focus on customer satisfaction, team orientation, and exceeding performance expectations.

Name: Alyssa Phillips

Email: trojas@example.net

Phone: 868.218.6384