Systems Administrator Systems Administrator Systems Administrator - Middle East Broadcasting Networks, Inc Alexandria, VA * Deploying, implementing, administering and troubleshooting Microsoft windows server infrastructure * Administering domain controllers, exchange servers, distribution/security groups, and user mailboxes * IT systems and network hardware deployment and installation, Active Directory domain administrations * Group policy management and services administrations such as: WDS, DHCP, DNS, AD, File and Print services * Using SolarWinds to monitor network services and devices * Experience with virtual environment: VMWare and Citrix * Experience with Barracuda and McAfee web, spam, and email filters * Symantec Endpoint Protection (SEP) server/client management and deployment * Symantec, IBM Tivoli Fastback, and VSS backup/restore * Ticketing systems: Manage Engine, KAYAKO, WEBPASS, and E-services * Experience with Cisco call manager, XO hosted PBX, and VoIP * Verizon and T-Mobile phones and hotspots management * Go to meeting, Level3 online meeting and conferencing applications support and management * IT Inventory management and all other applications support including Digital sending/eFax management * Basic knowledge and use of windows PowerShell * Experience in VMware ESXI server 5.x, and macOS administration * Experience with configuring, securing and troubleshooting cisco network switches Work Experience Systems Administrator Middle East Broadcasting Networks, Inc - Washington, DC October 2016 to Present Metro Area * Supporting of all Physical and Virtual Enterprise systems and infrastructure * Symantec Endpoint Management server administration * MS Exchange administration and support included Installing approved network OS patches * File and printing service and window Servers (2008, 2012, 2016) administration * Enterprise backups and recoveries * Cisco call manager, VoIP, telephone and voice mail support * Back-end desktop bench testing, workstation image building and application troubleshooting * Broadcast (TV, Radio and Digital) system support and administration including ENPS and RCS * Barracuda security filters * VMWare and Citrix virtual environments Senior Helpdesk Analyst National Corporate Housing - Washington, DC January 2016 to September 2016 Metro Area * Administering company exchange server, domain controller, Deployment, File and print servers, * Deploying groups policies according to company IT policy * Users right assignment,

share permission management and users home folders   * Administration of ticketing system "Kayako" and asset management * Administering corporate financial software "OSCAR". * eFax, right signature (electronic signatures system), McAfee spam filter, and virtual desktop infrastructure * Level 3 and go to meeting Phone conference application * Hosted PBX (XO) and Managing business phones and hotspots hosted by Verizon and T-Mobile Systems Administrator US Department of State - Kabul, AF March 2011 to October 2015 Afghanistan   * Deploying administering and troubleshooting windows servers environment both virtual and physical * Dealing with exchange servers 2010, user mailboxes, public folders, and groups management * Backups, restores, and monitoring all network devices   * Blackberry server administration, and application management including consular affairs systems   * Group policy management, Windows server cluster administration and VM management * Part of Network Infrastructure team, responsible for overall network and servers maintenance   * Configuring, deploying and troubleshooting cisco network switches Information Technology Assistant Development Alternative In - Kabul, AF January 2010 to February 2011 Afghanistan * Responsible to create and maintain Microsoft windows server 2003 active directory domain   * Performed routine audits of systems, software and backups,   * Provided IT systems support to DAI staff and IT assets management   * Adding, removing, or updating user account information/password in Active Directory domain environment   * Work with clients to ensure that DAI IT policy is deployed and supported properly in client environments Information Technology Officer Norwegian Afghanistan Committee - Kabul, AF November 2007 to December 2009 Afghanistan * Responsible for overall IT operations - software/hardware upgrades, patching systems and maintaining active directory domain environment. * Supporting services such as: DHCP, DNC, file, print * Tracking IT assets and responding to end user issues Information Technology Assistant CARE International in Afghanistan - Kabul, AF December 2005 to October 2007 Afghanistan   * Supported more than 400 users in windows active directory domain environment   * Answer to end user calls and tickets, troubleshooting the issues   * Maintain and monitor all network devices on LAN * Servers maintenance and LAN troubleshooting Information Technology Support Engineer Afghan Wireless Communication Company - Kabul, AF February

2005 to November 2005 Afghanistan * Maintaining windows server 2003 active directory and exchange environment * Responsible for day-to-day operations of entire helpdesk. * Ensures that customer requests are resolved appropriately and promptly   * Managing over all support desk operation, including helpdesk calls, tickets, and walk in clients. * Monitoring LAN connections and performing installation, modifications and maintenance of LAN devices Education Bachelor of Computer Science ... (one year) degree incomplete in Computer Science KARDAN University - Kabul, AF May 2009 to April 2010 Diploma in Business Administration in Business Administration KARDAN Institute of Business and IT - Kabul, AF 2006 to 2007 Diploma Information Technology Plus Academy of Business Computers/Skills Development Council Karachi Pakistan - Karachi, PK March 2003 to March 2004 SHAIRKHAN High School 1999 Skills System Administrator, Active Directory, System Admin, Vmware Certifications/Licenses Certifications [CompTIA A+] - [CompTIA N+]   [CompTIA Server+]   [CCNA]   [VMware VCP5.5]   [MCSA windows7]   [Installing and Configuring Windows Server 2012]   [MCP windows 7]   [MCP windows XP] Additional Information Training: MCSE Servers 2008 and Server 2012 Exchange Servers 2010 and 2016 Windows 10 and macOS administration

Name: Natasha White

Email: kristen97@example.com

Phone: +1-794-694-9057x4000