

Systems Administrator Systems Administrator Systems Administrator - YMCA Richmond, VA Work Experience Systems Administrator YMCA - Richmond, VA January 2019 to Present Responsible for managing the installation and maintenance of computers, servers and network hardware Create/Review System Backups Troubleshoot network problems and coordinate resolution; provide second level on-site response to trouble calls Patching Maintenance Responsible for the installation and support for software applications Analyze and recommend technical requirements to support business operations Provide after-hours support for Infrastructure related emergencies as well occasional weekend maintenance Maintain inventory of Technology Department equipment and software licenses Systems Administrator SAIC - Chester, VA August 2018 to January 2019 Install and Configure Windows Servers Physical/Virtual Create/Review System Backups Maintain System Security Patching Maintenance Proactively manage and maintain server, network and firewall systems Administer and support core Microsoft, Cisco, Citrix and VMware technologies Provide after-hours support for Infrastructure related emergencies as well occasional weekend maintenance Mentor / cross train team members on existing and new technologies Network Administrator KEITER - Glen Allen, VA October 2014 to June 2018 Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations. Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary. Perform data backups and disaster recovery operations Plan, coordinate, and implement network security measures to protect data, software, and hardware. Configure, monitor, and maintain email applications or virus protection software. Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use. Load computer tapes and disks, and install software and printer paper or forms. Design, configure, and test computer hardware, networking software and operating system software. Research new technologies by attending seminars, reading trade articles, or taking classes, and implement or recommend the implementation of new technologies. Implement and provide technical support for voice services and equipment, such as

private branchexchange, voice mail system, and telecom system. Train people in computer system use. Perform routine network startup and shutdown procedures, and maintain control records. Responsible for constant backup operations Scaling backups vs. storage needs Encryption of Backups/Data integrity and offsite management Maintaining third party software to perform backups (Veeam, vRanger, Backup Exec) Manage licensing and renewals New user/group creation Maintain current AD environment & GPO settings Maintain mailboxes, distribution/security groups, mail-flow, email addresses etc. Manage spam filter options/settings Responsible for new users and devices on both sides (Call Manager & Unity) Troubleshoot all internal VOIP issues related to device, call flow, greetings and user management of DID's and Extensions Manage licensing and renewals Deployments, updates and access of Citrix XenApp Management of specialized apps related to specific departments/industry Troubleshoot Citrix issues related to servers, published apps and/or user profiles Lead admin for escalated tickets from Help Desk Deployment of new or replacement servers (physical and virtual) Maintain server and client updates Manage internal wireless Deployment of local/ network installs and updates Documentation of internal products, licensing and renewals Configuration/Deployment of production switches/routers (LAN/WAN) Desktop Support VCU December 2012 to January 2014 Repaired campus equipment for VCU Configured and deployed desktops and laptop computers Performed computer application installations and upgrades Campus Intern VCU December 2012 to January 2014 Operated on Remote Clicker Access System For VCU Conducted department-level instructor trainings and one-on-one trainings Communicated regular feedback to Turning Technologies on product use Education Bachelor of Science in Information Systems in Information Systems in Information Systems Virginia Commonwealth University - Richmond, VA May 2014 Skills Active directory, Cisco, Citrix, Xenapp, Authentication, System Administrator, System Admin, VMware Certifications/Licenses Cisco Certified Network Associate (CCNA) November 2017 to November 2020 CompTIA Security+ November 2016 to November 2019

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