Systems Administrator Systems Administrator Systems Administrator - The RMR Group Bellingham, MA Work Experience Systems Administrator The RMR Group - Newton, MA June 2017 to Present Perform daily system monitoring Active Directory administration Technical subject matter expert for various projects Develop PowerShell scripts to automate tasks Architect Veeam backup solution Manage Microsoft Azure and Office 365 Manage Citrix farm Work closely with the Security Operations team to maintain SOX Compliance Develop, revise, and maintain technical and operational documentation Implement new procedures to improve day to day operations Liaison for database, and VoIP managed service providers Field Service Engineer Technical Support International - Foxborough, MA January 2016 to June 2017 Lead engineer for multiple infrastructure projects Configure, monitor, and upgrade hardware, software and related infrastructure Perform security assessments Troubleshoot various desktop, server, and networking errors Create or update internal and customer documentation Work with account managers and managed service team to improve customer experience Deploy new or repurpose computers for clients Install, configure, and troubleshoot client point of sale systems and required software Technical Support Engineer Waters Corporation - Milford, MA September 2012 to December 2015 Support the NuGenesis LMS product line. Evaluate hotfixes and new builds of the NuGenesis LMS application Assist customers with basic database administrator duties Assist System Engineers and customers with deployment Create Technical Notes for hotfix releases Home Products Technical Support Engineer Kaspersky Lab - Woburn, MA May 2010 to March 2013 Provide phone, chat, and email support to customers Assist Tier 2 technical escalation support in various roles including escalated tickets and testing Displayed courtesy and strong interpersonal skills during all customer interactions Maintained composure and patience even with the most difficult customer situations Supported customers with billing questions Assisted with license replacement Maintained the Home Products Support team VM infrastructure Skills: Experience with virtual environments utilizing VMware and Microsoft technologies Experience with Citrix Experience with Windows Active Directory Expert on installation, maintenance, and troubleshooting of the following operating systems: Microsoft endpoint: Windows

7/8/10 Microsoft Server: 2008/2012/2016 VMware: ESXi 5.5/6/6.5   Experience with storage solutions: Microsoft StorSimple HPE 3PAR HPE MSA   Experience with backup solutions: Veeam Backup and Replication   EMC Avamar   Superior customer service   Excellent communication skills   Strong work ethic Education Bachelors in Computer Networking Wentworth Institute of Technology - Boston, MA Skills Active directory, Citrix, Vmware, Replication, Avamar, System Administrator, System Admin

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