

Desktop Administrator Desktop Administrator Desktop Administrator - ITC Active Certified professional with Over all 5+ years' work experience in admin infrastructure design, configuration and implementations. Windows upgradation windows 7/8 to windows 10, windows Server 2012 to win Server 2016 Windows 7,8,10 imaging using Win Ghost. Strong understanding of ticketing software ConnectWise, service now. Strong understanding of monitoring tools like PRTG, Caccti. Strong working knowledge of data center operations, administration and management to include server build, rollout and systems implementation and security. Expert in creating operating system images, driver packages, task sequences through Ghost and their maintenance. Hands on experience in Optimize system operations and perform system capacity analysis and planning. Hands on experience in virtualization using Vmware, ESXI 6.0, Hyper V. Familiar performance tuning networking/security and wireless infrastructures. Expert in software and patches to endpoints throughout enterprise. Expert in Cisco Networks, routing and switching and related protocols, LAN/WAN. Expert in diagnosing and resolving problems across a variety of hardware platforms. environments following standard configuration management processes and procedures. Completed documentation in relation to detailed work plans, mapping documents. Troubleshoot and resolve system administration related issues, providing both on-site and remote support. Supervise the administration of systems and servers related network to ensure availability of services to authorized users. Experience in responding to inquiries from staff, administrators, service providers, other internal departments and outside vendors and etc. to provide technical assistance and support. Able to communicate complex information clearly with all levels of staff organization wide. Good process orientation and ability to clarify objectives, evaluate options, consider implications, assess risks, and make key decisions. Sound planning, organizational, time management, and problem solving skills. Willingness to participate in an on call rotation as well as work after hours as necessary. Troubleshoot problems with hardware and software. Maintain an activity log of problems, analyze data, and make recommendations for action. Manage projects estimating timelines and deployment schedules. Installs, configure, and manage network and server software and updates. Design, Configuration, Implementation, and Support of all network

components. Provide troubleshooting and diagnostic services. Work Experience Desktop Administrator ITC - College Park, MD November 2016 to Present Responsibilities: Expert in creating operating system images, driver packages, task sequences through Ghost, Wds, Sccm etc. and their maintenance. Managing domain controller, disk quota, profiles. Configure DNS, DHCP, FTP, FSRM, Web Server, File Server. Configuring Local and Network Printer. Configuring AP and the maintenance. Replacement of hardware of different server. Configuring Enterprise Anti-virus. Desktop Administrator Brightwood College August 2016 to 2019 Responsibilities: Configuration of Wireless AP and DSL modems. Windows upgradation windows 7/8 to windows 10. Windows 7,8,10 imaging using Win Ghost, Acronis. Managing Domain controller and Additional DC Managing P2P network using Optical Fiber. Managing Isa Server 2004/2006 standard edition as a Firewall. Hands on experience in Optimize system operations and perform system capacity analysis and planning. Familiar performance tuning networking/security and wireless infrastructures. Expert in software and patches to endpoints throughout enterprise. Expert in Cisco Networks, routing and switching and related protocols, LAN/WAN. Expert in diagnosing and resolving problems across a variety of hardware platforms. Managing Centos Linux as PBX and Eyebeam at client end (Sip Phone). Managing FTP server and File server. Hyper-V management. Coordinate with vendors. Disaster recovery testing. On-Call/after hours support of the Windows Server environment. Assistant Network admin International Rescue Committee March 2009 to June 2010 Responsibilities: Expert in diagnosing and resolving problems across a variety of hardware platforms. environments following standard configuration management processes and procedures. Completed documentation in relation to detailed work plans, mapping documents. Troubleshoot and resolve system administration related issues, providing both on-site and remote support. Supervise the administration of systems and servers related network to ensure availability of services to authorized users. Configuration IBM x series 346 Blade server with RAID. Configuring Access Point. Install/Update Operating Systems and business applications on Windows PC's. Install/Upgrade Computer Hardware. Configure and track IT equipment for new hires. Administration of Active Directory such as permission to file,

creating account. Maintain IT Knowledgebase with known issues and resolutions. Configure VPN client on laptops for remote access. Strong customer service skills and willingness to assist others. Able to communicate complex information clearly with all levels of staff organization wide. Skills Associate (Less than 1 year), Ccna (Less than 1 year), Cisco (3 years)

Name: Daniel Ellis

Email: jenniferhall@example.org

Phone: (340)843-1948