

Technical Operations Specialist Technical Operations Specialist Technical Operations Specialist -
The Clearing House Work Experience Technical Operations Specialist The Clearing House -
Winston-Salem, NC November 2018 to Present Assist in the support of the mainframes, servers
and communication networks at all facilities for hardware or software errors Execute diagnostic
tests to monitor the health and performance of computer systems and communications equipment
Provide network support on various networks and systems enhanced for WAN and IP Telephony
networks Support wide-area MPLS services, as well as other communication lines, coordinate and
participate in Disaster Recovery exercises and prepare Operations for the implementation or
decommission of services Technical Support Administrator TekSystems - Winston-Salem, NC May
2018 to August 2018 Provided local and remote support of over 300 users including Windows
Server, VMware and VPN. Managing windows 10 file permissions for file access along with windows
services. Maintained VDI environment and desktop access to ensure high availability and
performance. Administered and manage production virtual machines within VMware vCenter6
console Cisco Call manager profile management, roles, and device configuration Systems
Administrator Deloitte Digital - Greensboro, NC April 2017 to May 2018 Install configure windows
servers and infrastructure related equipment applying patches during scheduled upgrades. Group
Policy management, and MSSQL server database permissions management Monitor system and
network performance, security, and system logs while maintaining web services access Configure
and administer Dell PowerEdge servers through iDRAC management console Create basic scripts
to retrieve relevant machine information and automate redundant tasks IT Administrator Apex
Systems - Radford, VA June 2015 to April 2017 Configuring deploying and maintaining 1000
enterprise virtual desktops within enterprise infrastructure environment Middleware application
support on Apache Tomcat, Oracle WebLogic including log analysis Working knowledge of DNS,
DHCP, TCP/IP, and Active Directory Domain Services Administration, and troubleshooting using
VMware virtualization products Manage VDI instances within VMware Horizon View Client
Provided log and monitoring analysis of production level web applications Develop edit and
maintain powershell scripts to retrieve relevant server information and collect network data

Deployment Technician (Ettain Group Contract) Solstas Labs - Winston-Salem, NC February 2015 to June 2015 Worked with over 200 local and remote users to test applications and resolve hardware/software Troubleshoot interoperability problems on Windows Operating Systems including installation, maintenance, backup & recovery, capacity management. Assisted all levels of business users with the upgrade process, answer user questions troubleshoot problems.

Deployment of windows 7 OS through USB or supplied ISO disk Cyber Security Analyst (FEDITC contract) US Army Reserve (USARC) - Fort Bragg, NC September 2014 to February 2015

Performing tasks such as scanning network devices in support of DoDI 8500.2 and AR 25-2 technical and non-technical IA control implementation for information system Auditing control implementation for system's custom software application, and networking devices. Perform manual checks and automated tests using government approved tools such as Sprectrum(CA)

Migration Specialist (SystemTec Contract) Cone Health - Greensboro, NC April 2014 to September 2014 Deploying Windows 7 to over 500 machines utilizing Symantec Altiris Deployment and System Center Configuration Manager (SCCM) task sequence management including installation, maintenance, backup & recovery, problem solving and patching. Create, maintain, update software distribution collections and generate reports to provide progress updates for IT management.

IT Support Technician Piper Technology - Youngsville, NC October 2013 to April 2014 Installing and maintain hardware devices supporting a broad range of information systems including cisco 2811 routers and 2960 switches. Employing multiple network and local operating systems and highly sophisticated client server software. Field incoming help requests from end users via in-person, telephone, or email. Determine equipment demands and data communications requests, telecommunications requests, visual information requests, and information services requests.

Education ECPI School of Technology - Greensboro, NC Skills CISCO, VLAN, NETWORKING, SCRIPTING, LINUX

Name: Justin York

Email: bkirk@example.com

Phone: 001-571-524-2277x167