

Systems Administrator Systems Administrator Systems Administrator - Hi-Crush Houston, TX I am seeking a Systems Administrator position in a results-oriented company that seeks an ambitious and career conscious person, where acquired skills and education will be utilized toward continued growth and advancement.

Work Experience

Systems Administrator Hi-Crush - Houston, TX
February 2018 to Present Responsible for the administration of Microsoft Windows servers and workstations, Active Directory, O365, Exchange, Azure, Teams and TrendMicro OfficeScan XG antivirus. Management of SolarWinds Service Desk ticket system, CrashPlan Pro data backups. Providing timely tier-III support and resolving hardware and software tickets. Migrated users from Microsoft Windows 7 to Windows 10. Created and deployed the standard HiCrush Windows 10 computer image. Created Windows 10 image for Dell Image Assist to streamline computer imaging from factory. Manage third party Level I IT Helpdesk Company to make sure they are meeting SLA's. Working closely with networking team to support Cisco Meraki servers and phones. Management of HiCrush IT related assets.

Technical Support Analyst II Energy Transfer - Houston, TX
June 2015 to December 2018 Provided level II software & hardware support for Energy Transfer executives, employees, and contractors. Supported HP desktops, notebooks, iPhone, and Android devices. Administration of Microsoft Active Directory Completed migration project moving user's accounts from Windows 7 & 8 to Windows 10. Responsible for imaging new and reimaging existing Energy Transfer assets using SCCM. Installing applications utilizing the applications catalog from SCCM or packages server. Managing IT software licenses. Replace, repair or refreshing older IT equipment. Asset management.

Technical Support Analyst II CompuCom, Inc - Houston, TX
April 2007 to June 2015 Provided level II software, hardware and break/fix support for Chevron executives, employees, and contractors in up to 6 different buildings in downtown Houston and 3 different campuses. Supported HP, Lenovo and Xerox desktops, notebooks, printers, plotters and iPhone devices. Responsible for repairing or replacing assets and issuing loaners. Management of Chevron IT assets. Management and setup of video conferencing rooms using Cisco WebEx and jabber. Chevron smart badge agent responsible for activating/renewing/unblocking smart badges and issuing temporary smart badges for new or

existing users. Assisting call coordinators with dispatching help desk tickets. Assisting Chevron move teams with IMAC (Install/Move/Add/Change) support. Provided remote access support for offsite Chevron users. Worked as team lead with team members from different regions across the U.S. to diagnose and troubleshoot support issues. Technical Support Video-Insight - Houston, TX October 2006 to April 2007 Provided phone and remote support for 30 - 40 calls per day for Video-Insight's line of software, capture cards and cameras. Supporting Microsoft Windows XP Professional, Windows Server 2003 and several different models of home and professional wireless routers and CCTV camera's. Troubleshoot and resolve issues associated with Video-Insight software. Installation, removal and cleanup of software and SQL engine that supported the software. Installation of drivers and codec's for video capture cards installed in servers. Router setup and port forwarding for customers to remotely view cameras over web browsers. Setup of SQL as single or multiple database and assigning appropriate IP address for SQL engine to communicate with database. Technical Support Stratasoft, Inc - Houston, TX April 2006 to October 2006 Team lead of helpdesk responsible for 9 employees. 5 in Houston, 1 in Canada, 1 in Dallas and 2 in Lahore, Pakistan. Provided 24/7 level I & II remote support to Stratasoft customers worldwide. Supported Microsoft Windows NT, 9x, 2000 and XP as well as Server 2003. Troubleshooting and resolution of SQL and FoxPro issues. Completed network cabling project in office pulling cat5e cable from network closet to user desks. Toning network cables for separation of data from phone and punching down at both ends. Creation and resolution of trouble tickets using in house ticketing system. Worked with software team to resolve client issues. IT Asset Analyst ExxonMobil - Houston, TX August 2004 to February 2006 Provided desktop support for ExxonMobil 7500 Houston clients supporting software and hardware related issues. Asset management of ExxonMobil's IT equipment. Deployed and maintained HP printers, scanners and fax machines. Hardware IMAC (Install, Move, Add, Change) for Dell laptops, desktop and monitors. Supported Microsoft Windows NT, 9x, 2000 and XP. Hardware and software distribution between Houston area sites. Shipping and receiving of ExxonMobil's computer hardware and software. Completed ExxonMobil's XME refresh project consisting of replacing out

of date computing equipment with new Dell models and Windows XP. Education Associate in Computer Systems Technology MTI College - Clear Lake, TX October 2004 Skills ACTIVE DIRECTORY, CISCO, MCSA, REMEDY, TCP/IP, System Administrator, System Admin, SCCM, Linux Certifications/Licenses MCPS: Microsoft Certified Professional MCSA: Microsoft Certified Solutions Associate Server 2016 Cisco CCENT CompTIA A+

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