Systems Administrator Systems Administrator Systems Administrator - Wikoff Color Corporation Cramerton, NC As an IT Professional with over 20+ years of experience, I would like to secure an IT Management position that will utilize my previous experience and provide challenges as well as opportunities for growth. Work Experience Systems Administrator Wikoff Color Corporation - Fort Mill, SC December 2018 to Present Operated in VMWare environment hosting 40 plus virtual machines that serve as Domain Controllers, File Servers, and Application Servers.   Created several virtual machine templates to deploy to Server 2012 virtual machines for junior team members   Created Windows 10 image deployed via Clonezilla to multiple versions of DELL Hardware (laptops, PCs, and AIO) from virtual machine saving company hundreds of man hours of configuration.   Implemented new helpdesk ticketing system (OSTICKET) to help with knowledge base and tracking of issues with in the field at zero cost to company   Configured Group Policy to create a secure and common Windows infrastructure/environment to include background, URLs, multiple browser support, software restriction policies, SSL certificates, Wireless certificates, WSUS policies, etc.   Managed and maintained Active Directory to include logical OU structure designed for easier Group Policy implementation   Configured and managed virtual WSUS server to push out updates for both work stations (XP, Windows 7, Windows 10 - 1809) and servers.   Successful Project Management ranging from implementing new technologies and software to successful integration of email and other data from newly acquired company.   Automated various software deployments using ORCA, GOVERLAN, Powershell, PSExec and Batch files so that software can be deployed silently saving the company thousands of man hours   Migrated Terabytes of data to new file servers using Robocopy to copy file security permissions and log successful copies. Desktop Support Analyst Wikoff Color Corporation - Fort Mill, SC April 2013 to December 2018 Remotely administered 30 sites to solve end-users problems as well as managed user accounts to include Active Directory and Exchange as well as custom ERP program.   Provided Tier 2+/3 support to 500 end-users for hardware and software and managed issues to completion   Created Windows 7 images deployed via Clonezilla saving company hundreds of man hours of configuration   Saved Company approximately $14,000 per year by switching remote access/administration

solutions. Maintain and support all Barracuda Backups, Email Archiver, Spam Filter and Web Filter Thoroughly Documented processes and procedures for knowledge transfer to other team members Wrote various SQL queries to query GOVERLAN DB to extract information using SSMS Created process to transfer customer data from Wikoff's IQC system to the customers ink dispensing system Setup and Installed various CISCO VOIP phones using Call Manager

Electronic Discovery Engineer Signature Consultants - Charlotte, NC July 2012 to January 2013 Work with compliance departments at Wells Fargo to provide email restores for a firm that is divesting in both CAMM and ZL based systems Create Reporting Documentation of issues between systems and data restored Write various scripts for processing of large amounts of data between servers Exchange Support Engineer Insight Global at Microsoft - Charlotte, NC May 2012 to July 2012 Support Microsoft Exchange premium support customers with various connectivity issues in 2003, 2007, and 2010 environments. Created various Exchange server configurations utilizing Microsoft Hyper-V Electronic Discovery Engineer Signature Consultants - Charlotte, NC August 2011 to April 2012 Work with legal and compliance departments at Wells Fargo to provide email restores for litigation and compliance review purposes in both CAMM and ZL based systems Create Reporting Documentation of issues between systems Perform manual validation review of data between systems Follow up on identified issues with vendors and team members Record validation information in EXCEL using Pivot tables for data analysis Support Analyst Octapharma Plasma, Inc - Charlotte, NC June 2010 to June 2011 Converted computer systems and set up VOIP phones at remote out of state locations that had been acquired Remotely administered 46 sites to solve end-users problems as well as managed user accounts to include Active Directory and Exchange. Provided Tier 2+/3 support to 2000 end-users for hardware and software and tracked issues to completion in Track-IT Ticketing System. Monitored Servers, Workstations, and Printers via ORION. Monitored Symantec Endpoint Protection via console and rectified out of date/non-reporting workstations as well as infected PCs. Mixed Windows Active Directory 2003-2008R2 environment with Exchange 2003 Supported mixture of I-phone and Blackberry smartphones Performed Backups using Symantec Backup Exec and DELL Tape loaders with Iron

Mountain.   Setup Access Based Enumeration with new folder structure and groups for remote offices and users.   Documented procedures in Microsoft PowerPoint for team members Technical Support Manager Boyles Technology, Inc - Charlotte, NC October 2006 to May 2010   Setup numerous Small Business Servers and Windows 2003 servers for production environments Administered email via POP3, Exchange, and Google Apps   Setup servers and workstations for secure remote access   Created rules in Sonic Wall firewalls setting up Firewall permissions Configured permissions for secure file access across servers   Replaced FRUs in DELL laptops, desktops and servers   Performed User Administration on Windows servers   Moved large amounts of data using Robocopy to ensure correct permissions   Backed up and restored large amounts of data using Symantec BackUp Exec and other tools   Networked printers to include scanning and tracking software   Resolved various connectivity issues to include failed equipment or provider issues   Deployed multiple managed antivirus solutions   Setup Blackberry Enterprise Server and configured Blackberry phones to connect seamlessly   Used OpenDNS and Forwarders to control local Internet access and moved MX Records and created CNames as needed   Wrote custom Sales presentations using Microsoft PowerPoint Field Support Technician CompuCom and BancTec servicing Bell South and DELL - Columbia, SC February 2005 to October 2006 Image and configure new PC's for Windows XP Professional, Windows 2000 Professional, and configure custom software   Troubleshoot and resolve PC and connectivity problems for a variety of commercial and residential users   Install memory, hard drives, network cards, system boards and other hardware as necessary in both desktops and laptops for Bell South and Dell as well as recover and migrate users' data   Use VNC for remote administration and Active Directory Users and Computers for user management Freelance Computer Support Install and Secure Wireless Networks - Columbia, SC August 2004 to October 2006 SC   Owner/Technician   Troubleshoot and resolve PC and connectivity problems for commercial and residential clients   Install new hardware and software as needed   Remove Spy-ware and Viruses   Install and Secure Wireless Networks   Apply Windows Patches and Updates   Setup Computers on Domain for a transportation company Momentum Logistics, Inc. / R.R. Donnelley Logistics - Columbia, SC May 2002 to August 2004   Image and

configure new PC's for Windows XP Professional, Windows 2000 Professional   Administer LAN with above referenced machines on Novell 3.12 and Windows 2000 Server   Administer email for the Carolinas and Georgia and provide phone support as needed for entire company   Configure and maintain Windows 2000 Server   Troubleshoot and resolve various PC and Connectivity problems for end users   Install memory, hard drives, network cards, and other hardware as necessary   Research, obtain quotes, purchase new technology, and train end users as needed   Document internal processes and new programs   Support Symbol 2800, 3100, and 3805 handheld scanners   Setup DSL at various locations for remote administration with pc-Anywhere   Documented processes for acquisition in Microsoft PowerPoint Network Engineer Technology Solutions Inc. at the SC Department of Social Services - Columbia, SC July 2001 to November 2001   Convert various DSS sites from Token Ring topology to Ethernet topology   Save all valuable user data from PC's to Network prior to Imaging   Install OS/2, Windows 98, and Linux on PC's and servers using an Imaging process   Configure Lotus Notes and other software on client PC's   Set up Windows 98 Print Servers   Troubleshoot and resolve various user's PC and Connectivity problems PC Technician Advanced Technology Services - Columbia, SC August 1999 to July 2001   Travel to remote sites and troubleshoot and repair hardware as needed   Install memory, hard drives, network cards, and other hardware as necessary   Troubleshoot and repair printers used on client sites Team Lead/PC Technician APEX Inc. for COMPUCOM at the SC Dept. of Social Services - Columbia, SC March 1999 to August 1999   Convert remote DSS sites to Windows 98 using an imaging program   Install memory, hard drives, network cards, and other hardware as necessary   Supervise 4 to 12 people on the conversion team   Develop scripts using WINBATCH to automate setup   Configure Lotus Notes and other software on client PCs   Troubleshoot networking issues concerning email, TCP/IP configuration, and mainframe connectivity PC Technician MANPOWER, INC - Columbia, SC November 1998 to March 1999   Responsible for supporting 6 locations using Windows 95 and Windows 98.   Administer LAN with Windows 95 on client PCs and SCO UNIX on server   Purchase and configure PCs and related equipment for daily use   Troubleshoot networking issues concerning E-mail, file transfer, TCP/IP configuration, DNS

information, and systems configuration Technical Support Person Security Finance Corporation - Spartanburg, SC May 1997 to November 1998   Responsible for supporting over 650 offices, including technical and software support for DOS 6.22 and Windows 95 operating systems   Document Support Procedures and Recovery Processes   Set up peer to peer LAN using Windows 95   Revised programs using COBOL and distributed updates to branch offices   Updated remote databases by executing SQL scripts Education New Horizons Learning Center - Charlotte, NC 2011 MIDLANDS TECHNICAL COLLEGE - Columbia, SC 1996 to 1997 Bachelor of Arts in International Studies in International Studies UNIVERSITY OF SOUTH CAROLINA - Columbia, SC 1987 to 1991 Skills   Active   Directory,   System   Admin,   System   Administrator,   Vmware   Links http://www.linkedin.com/in/gregorytmills

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