

Systems Administrator Systems Administrator Systems Administrator New Cumberland, PA Work Experience Systems Administrator Bath Saver, Inc - Lewisberry, PA 2013 to 2019 * Oversaw IT operations in a VMware ESXi environment running a variety of Windows, Linux, and VOIP servers. * Managed IT projects, most recent cloud services initiatives in collaboration with the development team, project sponsors and third-party vendors, ensuring deliverables met business objectives. * Reduced attack surface by 50% through the routine scheduling of vulnerability scans of internal and external networks. * Executed security control to audit Active Directory user accounts initially discovering 82 active accounts for terminated employees and a number of accounts with domain administrator privileges. * Implemented SIEM solutions (Elasticsearch, Logstash, and Kibana) to aggregate server and firewall logs, and antivirus alerts reducing response time and increasing detection rate of potential issues. * Developed e-mail security bulletins and Intranet articles to increase end-user security awareness by 80%, while reducing security incidents by 67% over the first year. * Monitored reported data breaches for domain email addresses, reporting any incidents to employee, employee manager, and Executive committee for training and mitigation. * Delivered Executive committee presentation on network security, outlining the comparison between company's existing situation with best practices, areas of deficiency and potential threats that resulted in approval to implement new security processes and policies. Senior Technology Consultant Freestone Technology Services - New Cumberland, PA 2010 to 2012 * Designed and implemented secure technology solutions, including backup of critical business data, for small and mid-sized companies that were cost-effective. * Implemented and administered servers, installed desktop systems and provided comprehensive technical support. * Guided business owners through the planning and budgeting of technology needs to accommodate future growth. * Ensured clientele met PCI requirements for secure payment processing. * Designed, installed and managed stable and secure network infrastructure. Sales Support Engineer Full Circle Solutions Group - Elizabethtown, PA 2010 to 2011 * Established Managed Services Program that included creating service levels and pricing with Business Manager, as well as development of sales strategies, increasing revenue by 18% in its first month. * Delivered service training to Level 1 technical staff. *

Completed routine network assessment for multi-site healthcare provider, which resulted in managing a major infrastructure upgrade increasing redundancy, availability, network security, and efficiency. * Collaborated with Point-of-Sale team and customers to ensure compliance to PCI technical requirements for network and data security. * Oversaw implementation of network restructure to a local township law enforcement office based on recommendations, increasing network security with dedicated Internet connectivity and firewall. * Executed upgrade Windows infrastructure for law enforcement office, implementing group policy and replacing PCs with a thin client solution, which increased network availability and efficiency by 35%.

Revenue Research Analyst 2 Pennsylvania Department of Revenue - Harrisburg, PA 2006 to 2009 * Analyzed existing business processes and data to develop technical solutions that improved tax collection and spurred voluntary tax compliance. * As part of Internet Sales Tax Initiative, served as technical representative on multi-bureau project team that provided ad-hoc reporting and data analysis services across multiple data sources. * Built mobile application as member of three-person development team that enhanced and increased Use Tax compliance.

Education Certificate in Cybersecurity for Business University of Colorado at Colorado Springs - Colorado Springs, CO January 2019 to April 2019

English Wilson College - Chambersburg, PA Skills AWS (2 years), Customer Service (10+ years), Disaster Recovery (10+ years), Elasticsearch (2 years), EMC VNX (2 years), EqualLogic (2 years), Exchange (10+ years), IIS (2 years), Infrastructure Management (10+ years), Linux (10+ years), mitigation. (6 years), security (3 years), technical support. (10+ years), VMware (6 years), VOIP (6 years), System Admin (10+ years), Active Directory (10+ years), Linux Administrator (6 years), System Administrator (10+ years), Technical Support (10+ years), Networking (5 years), Windows (10+ years), Windows 7 (10+ years)

Certifications/Licenses Network+ January 2001 to Present CompTIA Security+ May 2019 to May 2022 Certificate ID: 4QMQS0PMY3FQ1RWT Verify at: <http://verify.CompTIA.org>

Assessments Supervisory Skills: Directing Others Highly Proficient June 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/wroewysbthtdc7cy

Supervisory Skills:

Interpersonal Skills Highly Proficient June 2019 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: https://share.indeedassessments.com/share_assignment/cnl63ivbd4yba-m Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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