Systems Administrator Systems Administrator Systems Administrator Lincolnton, NC Work Experience Systems Administrator Cataler North America - Lincolnton, NC June 2019 to Present Team Lead - H&F Support & Tape Operations HCL America / Disney - Kings Mountain, NC August 2013 to June 2019 - Operations/H&F Support, Tape Operations   Onsite server and vendor support in a global data center environment   Oversee daily tape operations   Monitoring and maintenance of IBM, HP, and SUN Solaris servers (physical and virtual)   Server and asset management Support of 800 servers onsite   Onsite and phone support   Evaluate alerts, define issues, create and document incidents   Service requests and change request tickets with Remedy & Service Now; resolving issues within SLA's   Supply information and generate reports of the team's work and other projects to management   Manage ongoing projects for H&F, Tape Ops; distribute work load of projects amongst team members Operations and Systems Analyst State Government of North Carolina - ITS - Forest City, NC 2008 to 2013 - Windows/Linux   OS deployment via network and local drives (W2K3, W2K8, W2012, Linux Red Hat, Windows 7)   Server, Hardware, ILO & RSA configuration   Firmware upgrades and troubleshooting, RAID controller setup, TCP/IP configuration   Install and upgrade server and network components   Basic SAN maintenance and fiber connections   Active Directory managing users, groups, passwords and policies   Proficient and detailed oriented technical writer   Documentation of computer system procedures, specifications, and user manuals   Team lead for biannual disaster recovery exercise   Created VM's, configuration of servers, restoring backup data to customer specifications and needs   Maintain daily and weekly backups Web Designer, Programmer, Systems Technician Swift Galey - Marion, NC 2006 to 2007   Created web pages to meet company, marketing, and customer needs Installation, deployment, support and troubleshooting for Microsoft Windows 2000 and XP professional machines with Microsoft Office applications for 70+ users   Reconstruction and design of company website   Configuration of local network settings including LAN, WAN, TCP/IP, network PC's, printers and copiers   Manager users/groups for software applications in a Linux environment   Level 1 programming of software applications using VB6.0 & VB.net   Perform daily and weekly backups of inventory, customer, and sales data Systems Administrator Swift Galey - Marion, NC

2005 to 2007   Maintenance of onsite servers including security, backups, hardware/software upgrades and installations   Active Directory on Windows Server 2000 managing users, groups, and passwords   Configuration and support of Windows XP, Windows 2000 and WANG workstations for 150+ users in a 24/7 working environment   LAN setup and maintenance consisting of network PC's, TCP/IP configuration, network printers and copiers   Responsible for hardware/software purchasing and recommendations   Support Microsoft Office applications including Word, Excel, Outlook, PowerPoint, and Access   Maintain wireless networks and scan guns (Windows Mobile Pocket PC)   Document computer system procedures, specifications, and user manuals Systems Technician/Network Security Associate Continental Teves - Morganton, NC 2004 to 2005   Onsite and phone support for 200+ PC users running Windows XP, Windows 2000, Microsoft Office, SAP, Lotus Notes, and other applications   Document and manage helpdesk tickets with Remedy Software and provide solutions for users   Created various web pages and forms using Macromedia Dreamware, Fireworks and HTML coding   Developed system uptime monitoring and reporting for seven North American sites using Ipcheck system monitoring tools   Developed compensation reports to be reviewed by the executive team using Excel   Documented entire Cisco IP network infrastructure   Upgraded all checkpoint VPN users from password to certificate based authentication   Performed installations of Windows Server 2003, ISA server 2004, Checkpoint Firewall-1, and Tru64 Unix Education BSBA in Information Systems Appalachian State - Boone, NC 2005 Skills Vmware (3 years), System Admin (7 years), System Administrator (7 years), Windows Server 2008, 2012 (4 years), Active Directory (2 years) Certifications/Licenses ITIL v3 Present MCPS: Microsoft Certified Professional Additional Information   Windows Server Administration Server / hardware installation   Server OS builds   Data center hardware monitoring   Data center structure cabling   Backups and disaster recovery   Virtualization technologies   Network monitoring   Team Manager / Employee Training   Documentation / Technical Writer   Advanced desktop and application support   Incident notification and escalation, Change Management Vendor / Service provider relationships   Dispatching for repairs   HTML coding   Technical Summary   Windows Server 2008, 2012   Microsoft Office Suite   VMware 4.5 & 5.0

Service-NOW   BMC Remedy Ticketing System   Patchlink Server   Web Design

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