

Systems Administrator Systems Administrator Systems Administrator Worcester, MA Motivated MCSA with strong networking skills and demonstrated technical support seeking an opportunity to work in a company where 10+ years of experience can be highly utilized HIGHLIGHTS: Organized and detail-oriented * Quick learner learns new technologies quickly and thoroughly customer relations, supervisory, and office administration experience * Bilingual - English and Spanish Work Experience Systems Administrator Staples - Framingham, MA 2013 to 2018 Monitored system performance & network communication. Created file systems, backup & recover policies. Configured, added, and deleted file systems. Implemented the policies for the use of the computer system and network. Arranged repair for hardware in occasion of hardware failure & documented all solutions & procedures. Security Accounts Administrator Tufts Health Plan - Watertown, MA 2009 to 2013 Responsible for user account set up in Active Directory /Network /Troubleshoot Handles all aspect of VPN set up and Granted VPN access using RSA token. Trained employees in the use of their token. Unlocked employees accounts by using Windows 2003 Active Directory. Developed authorization forms for new hires, transfers, application and network access requests. Provided network support to the Help Desk department. Reset employees web applications, Linux, UNIX and Red Hat passwords when required to. Granted access for consultants to servers across the Tufts Health Plan Network and DMZ. Managed and troubleshoot network environments in the Windows operating system. Desktop Administrator Staples - Framingham, MA 2008 to 2009 Provided technical expertise to enable the correct application of operational procedures. Contributed to the planning and implementation of maintenance and installation work. Coordinated the implementation of agreed remedies and preventative measures. Created and maintained support documentation. Coordinated the implementation of agreed remedies and preventative measures. Installed or removed hardware and/or software, and associated connections, using supplied installation instructions and tools. Partners Mass General Hospital - Boston, MA 2006 to 2008 Provided desktop support services to Partners Healthcare Systems. Troubleshoot software and hardware to desktop and laptops. Provided maintenance by either cleaning the user's hard drive or rebuilding it. Provided security for laptop users. Enforced organizational policy, reducing

reliance on user judgment or intervention. Provided central management capabilities for policy and data control. Education Master Certificate New Horizon Computer Learning Center Skills Active Directory, Networking, Windows, Security, Windows 7, Microsoft Office, Technical Support Additional Information TECHNICAL SKILLS Windows 9x/2000 Pro/XP/7 DNS/DHCP/WINS Network Administration Microsoft Office 2003-2010 LAN/WAN/Star/Ring Network Hardware Windows NT Server Server Routers Solution Development TCP/IP Exchange Server Troubleshooting Windows Server 2000/2003

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