Systems Administrator Systems Administrator Phoenix, AZ Authorized to work in the US for any employer Work Experience Systems Administrator Arizona Dept - Phoenix, AZ June 2014 to Present Maintain servers, software and support of Citrix Application servers. Route Carrier Assistant USPS - Scottsdale, AZ December 2016 to June 2017 Delivered Amazon packages on Sundays and Monday Holidays, part time only. System Administrator II Sequenom, Inc - San Diego, CA July 2013 to March 2014   Coordinate with group for implementation of Cisco USC Servers for VMWare 5.1 ESX environment.   Coordinate with group Architecture and installation of USC servers   Manage 200+ virtualized development and production systems for core business projects.   Project lead software upgrades from Server 2008 to 2012.   Project lead for not only server software upgrades but also manage and maintains multiple core business applications.   Provide multiple tier level resolutions escalated up from help desk.   Manage Microsoft Active Director Infrastructure environment - support includes DNS, DHCP, GPO, LDAP customizations   Maintain Exchange 2010 server administration support and software patching.   Manage SQL Servers and databases. Backups, restores, upgrades and basic query analysis.   Work closely with Compliance and Security personal to ensure user accounts, group permissions to environment meet compliance regulations.   Work closely with business owners to ensure systems are functioning as needed, upgrades, downtime for patching.   Provide a wide variety of networking support to environment including switches and port configurations and cabling.   Support Cisco CM VoIP platform. Systems Administrator I Sequenom, Inc - San Diego, CA June 2012 to July 2013   Virtualize over 40% of the corporate infrastructure from physical servers to VMware ESX 4.1 clusters   Manage 200+ virtualized development servers for core business projects   Standardize server builds to meet stringent regulatory and compliance requirements   Perform routine patching of all servers and applications supporting enterprise functions   Manage Microsoft Active Directory infrastructure for a medium sized, quickly growing enterprise - support includes DNS, DHCP, DFS, GPO, replication, LDAP customization, etc.   Manage SQL backup routines including indexing and optimization as well as query management for reporting functions.   Cradle to grave support of production outages - including root cause analysis, issue avoidance and potential tools to monitor and prevent future

outages. Migrate 400+ users in support of Exchange 2003 to 2010 migration. Provided guidance and mentorship to Helpdesk and junior team members. Information Systems Technician II Sequenom, Inc - San Diego, CA May 2011 to June 2012 Manage CLIA regulated laboratory hardware pc, printer, and scanner support Provide phone support for blackberry, Droid and iPhone enterprise use Provide training, materials and new hire documentation on IT policies Execute routine maintenance and troubleshoot PC and Laptop problems Provide remote support to users world wide Support printers, scanners, hand held devices Support hardware and software support in a timely manner Documentation of all system processes and procedures Build and roll out builds using sysprep and norton ghost imaging, acronis and clonezilla Maintain hardware inventory and software inventory on all CLIA lab and office systems PC Support Specialist Veridiam Inc - El Cajon, CA March 2010 to May 2011 Manage 250 computer system, hardware and software support Provide support for server and clients in a LAN/WAN environment Provide Senior Desktop/Laptop Client Support for Windows 95/98/XP/2000 Responsible for making recommendations, purchasing, and installation of all new personal computer systems and upgrades Evaluate PC software and determine company software standards. Train users, provide extensive break/fix support for laptops/desktops/servers/printers/scanners and related hardware. Implement and install desktop/laptop/server computer systems. Install various components and peripherals, such as: network cards, system boards, memory, modems, LAN/WAN cabling (Ethernet and Token Ring), disk drives (IDE, SCSI, EIDE, ATA), video cards, controllers. Support systems from the following vendors: HP Compaq, Dell, Apple, Toshiba, IBM and Clone systems. Manage user moves including exchange mailbox, person network folder, AD organizational Unit relocation through Active directory and Exchange 2003 Responsible for mailbox creation/updating/relocating, group mailboxes, and distribution lists Create and update network shares, adding permissions software and groups for users through Active Directory Manage account moves using Exchange (2003), including mailbox, personal folder, and account OU Senior Technical Support Analyst MedAire Inc - Tempe, AZ April 2006 to February 2010 Manage roaming user profiles, policies and security settings Set up new staff accounts and computer security configurations Show positive

interaction with end users to solve complex problems   Manage in house computer cabling and troubleshoot LAN computer communication cabling issues   Install, maintain, repair and upgrade computers   Work in conjunction with help desk supporting 200 users locally, and remote staff. Resolve end-user service requests including but not limited to: network printer configurations, software resolution and installation, activation of network drops, and assisting developmental moves   Support Tier levels I, II, and III   Effectively and proactively respond to help desk tickets maintaining a 99-100% meeting monthly SLA requirements   Utilize imaging software to create workstation images and back-up systems. Install proprietary and vended software applications. Troubleshoot and repair error messages and software conflicts.   Manage the integrity and security of workstations and user files   Test quality of new software deployment   Educate and assist training on new technology and applications Education Computer Education Institute - Pomona, CA June 2003 to January 2004 Additional Information Highly motivated IT Systems Administrator striving for personal and professional growth as a key contributor to the success of a growth based company. Thrive in collaborative project based environments solving business productivity challenges and Able to effectively and efficiently troubleshoot and solve complex technical problems through adaptability, aptitude, and tenacity. I enjoy working in fast pace environments with 14 years of various IT responsibilities and promotions and room for growth. Great customer support is my ultimate goal and accomplishment.

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