Network Administrator/Junior Auditor/Helpdesk Supervisor Network Administrator/Junior Auditor/Helpdesk Supervisor Network Administrator/Junior Auditor/Helpdesk Supervisor - NCBI Management Sevices Langhorne, PA Experienced IT professional with strong analytical skills and ability to prioritize and multi-task. Excellent communication and follow through skills with proven success in developing strong client relationships. Core competencies include: Server LAN Optimization Hard/Software Troubleshooting Project Management Software Testing Network Analysis & Administration Server Management Help Desk Management Training and Development Work Experience Network Administrator/Junior Auditor/Helpdesk Supervisor NCBI Management Sevices - Trevose, PA 2015 to Present Currently responsible for leading a team of 3 in day to day operations as well as in a migration process of Windows 7/Microsoft office 2010 to Windows 10/Microsoft Office 2016 environment across 3 office locations impacting a total of 600 end users. Configured and deployed Active Directory Server, File Server, and Terminal Server in a new office impacting 50 end users. Served as the main technical lead migrating the mail server from old to new upgraded hardware with minimum downtime Researched, tested, recommended new products, implemented software to increase employee productivity from client and server side functionality along with data security Performed yearly/quarterly audits on employee's network resource access and software access to conform to company's network security standards and use of software policies Network Administrator Compassionate Care Hospice - Westampton, NJ 2009 to 2015 Set up and manage network infrastructure and network communication across 62 offices. Strong knowledge on network hardware including dell servers, routers, and switches. Managed and scheduled server updates and preventive server maintenance with minimal downtime. Coordinated the deployment and implementation of new EMR and Mobile Device Management systems. Provided company IT support including hardware trouble shooting, back up recovery, and continuous email traffic for over 2,500 end users. Served as technical lead for a key project to migrate a hosted email server to an in-house email server while evaluating multiple vendors and provided proof of concept for system design to senior leadership. Worked in conjunction with IT vendors to design and develop disaster recovery and business continuity plans. Analyzed,

supported, and restructured the company's network infrastructure to conform to HIPAA's requirements. Network Administrator CMI Plastics, Inc - Cranbury, NJ 2007 to 2008   Coordinated a corporate relocation project from New Jersey to North Carolina, which consisted of data migration, transfer of PBX, development and implementation of LAN infrastructure, and all installation activities.   Served as network administrator on Microsoft Windows 2003 Domain Controller.   Maintained, monitored and performed troubleshooting and repairs on all network servers, print servers, routers, switches, and provided end user support.   Administered and maintained Network and IT infrastructure.   Evaluated company's use and needs for technology and recommended hardware and software upgrades.   Provided company system support, configuration, and maintenance for end users' computer needs. Network Administrator/Programmer Softrip LLC - Glenside, PA 2005 to 2007   Developed and deployed job ticketing software to track programming requests from different clients.   Implemented data recovery system on servers to ensure disaster recovery capabilities. Created, supported and maintained network communications between end users nationally and internationally.   Implemented and supported Inter-tel VoIP and PBX environment.   Upgraded and installed hardware and software for end user workstation and company servers.   Configured and installed ISA 2004 as a front end firewall. Education Bachelor of Science in Information Science and Technology Temple University - Philadelphia, PA June 2005 Skills Asp, Asp.net, Security, Web security, Websense, Database, Microsoft access, Sql, Html, Visual basic, Symantec, Windows 10, Windows 8, Windows server 2008 Additional Information TECHNICAL SKILLS   Programming Languages: HTML, SQL, Visual Basic.net, ASP.net   Operating System: Windows Server 2008/2012/2016, XP Home/ XP Professional/ Vista Home Premium/ Vista Business/ 7 Professional, Windows 8, Windows 10 Profession   Database: Microsoft SQL2005/2008/2012 and Microsoft Access Software: Microsoft Suite 2007/2010/2016, Veracrypt, Symantec Anitvirus V14, Active Book Disk Suite V.11 Email Server: Alt-n Mdaemon Mobile Device Management: Maas 360 IT Ticketing System: Zendesk Web Security: Microsoft ISA 2004, Websense Express, IBoss, Baracuda Backup Software: Acronis Backup Recovery, Syncback pro

Name: John Robles

Email: tammywilson@example.net

Phone: 001-215-834-5309