

Systems Administrator Systems Administrator Systems Administrator - DiscoverReady Santa Clarita, CA Self-driven, detailed, and multi-task individual providing technical support in a 1000+ user environment. Adaptive language to assist and can communicate with users at all levels of technical proficiency. Capability to work efficiently and successfully in a team or independently while troubleshooting, resolving, and documenting request for desktops, network, and peripheral issues.

Experience with; Systems and Network Administration System Security, Backup and Recovery Server Administration and Repair Mixed-Platform Environments Technical & User Documentation Technical Support System Upgrades & Optimization Workstation Installation/Configuration Virus Detection, Removal & Prevention End User Training and Support Technology Proficiencies; Platforms: Windows, Mac OS, iOS, Android and some Linux. Networking: LAN/WAN/SAN/WLAN, VPN Architecture, TCP/IP, VoIP, DNS, Cisco Routers & Switches, Barracuda Firewalls, Active Directory Domain Controllers. Hardware: iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors. Applications: Symantec Endpoint Protection, MS Office, VMware Applications, Salesforce, Web Browsers Chrome, IE, MS Edge, Safari, Firefox, Windows Server Update Services, Solarwinds Monitoring Software and Ticketing system, Site 24x7 Website Monitoring.

Authorized to work in the US for any employer Work Experience Systems Administrator DISCOVERREADY - Valencia, CA June 2013 to Present Promoted to Systems Administrator/Helpdesk Technician role to configuring, troubleshoot and maintaining desktops, peripheral devices, and servers in a data litigation service company. Provide technical support for internal and external remote users while using a helpdesk ticketing system. Closed 95% of trouble tickets on the first call without escalation and achieved a high user satisfaction Commended for resolving complex issues including system crashes, network slowdowns, connectivity problems, network shared drives, security breaches, virus infections and more. Nominated five times for delivering outstanding technical support and customer service Grant, administrate, and monitor user permission using Active Directory and Group Policy. Manage and support VIP telephony system Ensured all server hardware, operating systems, software s and procedures aligned with organizational standards. Trained users and employees across multiple departments on network

operations, including log-in procedures, permissions, security and use of software. Send daily reports on all servers, network switches, network storage attached devices. Create and maintain virtual machines on VMware vSphere including virtual Domain Controllers with Windows server 2012 R2, 2016, Citrix Servers, Web servers, and personal machines. Set up networks at remote locations, configure and tune crucial infrastructure to ensure seamless business operations. Configure FTP servers for internal and external users. Data Production Specialist DiscoverReady - Valencia, NM May 2009 to 2013 Analyzed and comprehended case specifications for proper creation of programs. Understood and comprehended the process and purpose of each program. Education Associate of Electrical Engineering in Computer Science ITT TECHNICAL INSTITUTE - Sylmar, CA 2013 General Studies COLLEGE OF THE CANYONS - Valencia, CA 2008 Skills System Administrator, VMware, System Admin, Active Directory

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