

Systems Engineer Systems Engineer Systems Engineer Phoenix, AZ Work Experience Systems Engineer Ongoing Operations - Phoenix, AZ June 2018 to Present Respond quickly to any client request by phone, email, or in person ensuring a support ticket is opened and updated with any activity and time spent resolving the issue. Performs preventative maintenance on services provided to clients and on the company infrastructure documenting activity and preventative maintenance results. Supports users in a cloud environment (using Citrix App Center, cloudworks, and Citrix XenApp) Provide remote Office 365, Citrix, VMware, MS Server post-migration support to end-users Sets up, maintains, and deletes users; assists with voice mail and phone tree messaging; and makes appropriate changes to phone system as required. Participates in disaster recovery response overseeing workspace, physical network connections, phone system changes, and any other needs as assigned by supervisor during response to a disaster declaration or critical client system outage. In the event of a disaster or production down event, is responsible to respond and contribute to the resolution of the operational disaster. Ensure accurate and timely resolution for assigned issues Microsoft Exchange Administrator ATR - The United States Navy - Washington, DC April 2017 to September 2017 Monitor the Exchange environment and Windows Server health.

Serve as the primary lead on exchange. Solid proficiency with Exchange Toolbox and other Exchange diagnostics. Creates user accounts and maintains security levels on databases. Monitor existing messaging infrastructure. Solid proficiency with Microsoft Exchange Server 2010 and configuring System Administrator General Dynamics - Springfield, VA July 2016 to February 2017 Support Thin Client using Virtual Desktop Infrastructure (VDI) Technology. Interacted with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Support Thick & Thin Client web-based applications. (Microsoft Office 365,2016, Adobe, Cisco Jabber) Support Microsoft Office applications. Active Directory account and GPO management. Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software. Maintain and troubleshoot network printers. Provide support-using Remedy ticketing system. Tier 1-3 tickets that are routed to System Administrators. Windows Administrator U.S. Department Of State -

Washington, DC April 2015 to July 2016 Monitored servers/networks for outages. Manage user's account, OU's and GPO's via Active Directory Create/manage distribution lists through Microsoft Exchange Management Console. Use Power Shell to run scripts for managing users email mailbox and migration. Transfer Classified/Unclassified data between different system networks. Map user's to network drives and printers. File recovery and back up management using Comvault. Exchange Administrator U.S. Department Of State - Washington, DC December 2012 to March 2015 Provided Tier III support via Telephone, Email, and Remote Desktop and in person. Ran migration for Outlook mailboxes from 2003 Exchange to 2010 Exchange. Used Power Shell to run scripts for managing users email mailbox, Distribution list, and Migration Resolved disabled accounts, password resets and account transfers. Interacted with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Fluency with Windows Active Directory User and Computer Management, GPO's /PKI/Group Policy/ Exchange email. Education Diploma Mountain View High School - Centreville, VA Skills Active directory, Cisco, Citrix, Voip, Microsoft office, System Administrator Military Service Branch: United States Army Rank: E4

Name: William Hunter

Email: camachokevin@example.net

Phone: 001-683-220-5178