

Infrastructure and Security Infrastructure and Security Urbandale, IA Authorized to work in the US for any employer Work Experience Infrastructure and Security OutcomesMTM, a Cardinal Health - West Des Moines, IA October 2014 to Present Responsibilities      Contribute to the planning and implementation of multiple projects along with tracking project deliverable using appropriate tools Build and maintain hosts, and having an understanding of how a virtualized system works      Active Directory Domain Support      Knowledge of networking devices/analysis/ (switches/routers), and protocols capacity planning and testing when necessary      Determine network and system requirements along with maintaining integrity of the network, server deployment and security Monitor and evaluate systems performance      Manage anti-virus security and full disk encryption Work with multiple vendors to achieve best equipment prices and appropriate levels of support Create and manage SharePoint company site      Maintain backup strategies and disaster recovery plans with Zerto and Veeam      Document procedures and protocols      Upgraded office to Office365 environment Salesforce System Administrator Dice Holdings company - Urbandale, IA July 2014 to October 2014 Responsibilities      Advising on changes to setup and functionalities ensures accuracy and quality of product of Salesforce      Clearly conveys information to others and works effectively in a collaborative environment to foster teamwork with peers, department and functional leaders      Maintains process documentation, policies and procedures for implementation and support activities and audit purposes      Creates documentation for software changes for company Understands, responsible and adheres to all company policies and procedures pertaining to Compliance and Security administration for company IT Service Desk Analyst II Dice Holdings company - Urbandale, IA January 2014 to August 2014 Responsibilities      Create and maintain user IDs in an Active Directory environment      Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware, software and network in order to deliver required desktop service levels.      Manage and monitor server and effectively plan and deploy the backup strategies.      Provided windows server resources to clients accessing the network      Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician 8210 Greenbelt DR Urbandale, IA 50322 achapmania@gmail.com (641) 660-7124

Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution

Maintain facilities and supplies      Making and deploying Images      Wrote end user services handbook

Network Technician MidAmerican Energy - Urbandale, IA May 2013 to January 2014

Responsibilities      Designed and developed complex data network plans for enterprise network upgrades and expansions      Support of firewalls, switches, routers      Supported security projects and processes      Replaced crucial parts in routers and switches      Documentation of network policies and procedures      Provided network engineering resources in the disciplines of core routing, core switching, network security, network diagnostics and application load balancing      Equipment life cycle replacement      Worked with staff around the united states via phone to troubleshoot network complications, install, and replace outdated equipment      Lead and support efforts to resolve data network problems and incidents through root cause analysis and study of potential network deficits

Education Bachelors in Biology University of Northern 2012 Skills ACTIVE DIRECTORY (7 years), MICROSOFT SHAREPOINT (7 years), SHAREPOINT (5 years), ARCHIVING (7 years), CISCO (5 years)

Additional Information Skills:      Vmware      vSphere      vCenter      Hyper-V      Archiving      Network Technologies using Cisco      TCP/IP, DNS, Routing Protocols      Active Directory      MS Exchange and Windows Server experience      Veeam      Zerto      FOG      Salesforce      Good interpersonal and communication skills      Critical Thinking      Kaspersky AV      Symantic      SolarWinds products including SQL safe, Serv-u      SCCM      Ghost      Sharepoint      InfoPath      PGP      ServiceNow      Jira      Self-motivated ability to work in a fast moving environment

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