Network Systems Administrator

Network Systems Administrator - Texas Protax Austin, TX IT technician with an A.A.S. in Information Technology and a certified focus on computer networking. Six years of professional experience maintaining & troubleshooting Windows and robust LAN environments, and seven years of applied office skills. A fast learner and all around flexible IT professional.

Work Experience

Network Systems Administrator
Texas Protax - Austin, TX
February 2019 to Present

Support 1, 10 and 40 gigabit Brocade, Ubiquiti and SonicWALL networking devices   Upgrade and maintain ESXi 6.5 hosts and vCenter 6.7 in a production environment   Configure and deploy Windows Server 2016 VMs across two sites   Produce deployable Windows 7 and 10 images without access to SCCM   Deploy VPN solutions, including Microsoft DirectAccess and Always On VPN

Technical Support Analyst
Visa - Austin, TX
June 2016 to February 2019

Supported over 2,000 end users with 250+ local and 500+ global Windows 10 workstations   Worked with Dell laptops and desktops, SCCM, Cisco switches, RDP, ServiceNow, and Remedy.   VMware and Hyper-V based virtual workstations   Duties included break-fix, network troubleshooting, and assisting users remotely and on-site.

System Administrator
Coastal Bend Blood Center - Corpus Christi, TX
July 2013 to May 2016

100+ Windows-based laptops and workstations   7 Windows-based servers, part of an IBM BladeCenter   A mix of Windows XP, 7 and 8.1 laptops, workstations and tablets, and Server 2008, 2008 R2 and 2012 R2 servers   A mix of networking devices, including HP ProCurve switches, Cisco ASA firewalls, and Dell SonicWALL NSAs, as well as LinkSys and Cisco WAPs   Active Directory, group policy, establishing and editing user accounts   Upgraded company to a Gigabit network, ran cabling, configured VLANs, set up ACLs, updated firewalls, and worked with Cisco routers and switches.

Education

Associate of Applied Science in Computer Information Technology in Computer Information Technology
Coastal Bend College - Kingsville, TX
May 2013

Skills

Acls, Active directory, Cisco, Dns, Exchange, Networking, Vmware, Technical Support, Windows, Windows 7, Security, Customer Service

Additional Information

Professional Summary & Skills   Over 6 years of technical support experience with Windows-based systems   Skilled at supporting Windows 7, 8.1 and 10 laptops, tablets and workstations, as well as Server 2008 to 2016 server operating systems

Experience building, upgrading and maintaining VMWare ESXi, vSphere and vCenter 6.5 and up

Exposure to a wide variety of server and PC hardware manufacturers, including IBM, Lenovo, Dell, HP and Sony   Essential team member building GPOs and managing Active Directory

Experienced in batch and bash scripting   Exposure to PowerShell and VB scripting   Exposure to MS Exchange, Office 365 and IceWap email administration   Maintained Windows workstations in a small-to-medium and global sized businesses   Proficient in Cisco networking principles   Managed a wide variety of networking hardware, including Cisco, Brocade, HP, Ubiquiti and SonicWALL

Implemented load balancing and failover solutions in an enterprise setting   Experienced in building and managing firewall ACLs   Exposure to network security principles and best practices

Advanced experience with common network technologies including DNS, DHCP, VPN and VLANs

Experience monitoring networks with Spiceworks, Nagios and Check_MK   Expert knowledge and support experience with Microsoft Office products from 2007 to 2019

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