Systems Administrator Systems Administrator Systems Administrator - Agio Duncan, OK I am a versatile Windows Server Administrator with 10 years' experience in IT. I have strong troubleshooting abilities in a Windows environment. My skills include performing research and analysis of new technologies, software, patches, and security packages. I am an excellent communicator between technical and business units and can translate complex technical information into easily understood terms. My performance history has shown I can successfully manage a variety of IT projects and initiatives using my combined skills of problem-solving and analysis to overcome unseen issues and implement solid solutions. I have outstanding communication and interpersonal skills that result in effective working relationships and peak performance from staff. Authorized to work in the US for any employer Work Experience Systems Administrator Agio - Norman, OK November 2017 to Present   Maintain IT infrastructure including server, workstation, hardware, software, performance monitoring, security monitoring, patch updates, database maintenance, backups, and identify/solve problems.   Deploy and configure all server hardware and software components as assigned   Administer Active Directory Services including user provisioning, security, support, configuration, maintenance, and upgrades   Timely resolution to all server system technical issues   Research, evaluate, and documentation of best practices and procedures   Asset/Software management   Hardware/Software vendor/warranty support   Managed services provider for 30 Clients totaling 1500 users   Mac/Windows environment   VMWare 5.5/6, ESX Administration 4.1 & 5.0 in a High Availability fault tolerant cluster. Vsphere   Office 365/Windows Azure/On Prem Exchange 2010 Administration Supervisor of Tier 1 System Engineers DataBank Inc - Overland Park, KS May 2017 to November 2017 Responding to client requests for remote hands. Installing data cabling (CAT5/CAT6, SMF). This includes CRAH/CRAC, chillers, cooling towers, pumps, VFDs, generators, ATS, paralleling gear, switchgear, UPS (both battery and rotary), PDU, and various other systems.   Rack and stack of IT equipment, hardware repair and changes, and eyes / hands at a terminal. Interfacing with servers, routers & networking gear, and various storage mediums.   Performing basic troubleshooting of communications & network circuits   Ensuring the continuous operation of the data center's

electrical, mechanical, plumbing and fire/life safety systems   Monitoring these systems through Building Management System (BMS) and Data Center Infrastructure Management (DCIM) platforms   Conducting regular visual inspection of systems and their performance levels   Performing basic troubleshooting and trouble resolution. Supervising vendors during advanced troubleshooting and maintenance   Manage and supervise a team of four engineers between 2 datacenters concurrently   Interview potential candidates and assist with onboarding of new employees. Theatre Operations Systems Engineer AMC Theatres Technical Services - Leawood, KS March 2017 to April 2017   Administration of Windows Server 2008, 2012 and VMWare 5.5/6, ESX   Setup newly acquired locations from ground up in phases for go live   Support, maintenance and upgrades software/point of sale machines as needed   Installing, configuring and managing virtual servers and communication to home office   Work with networking to establish DHCP protocols Messaging Administrator II NAIC - Kansas City, MO July 2016 to January 2017   Administration of Windows Server 2008, 2012 and Exchange Server 2013   Manage SMTP Mail Gateway servers, mail flow, virus scanning and blocking, gateway filer blocking   Support, maintenance and upgrades of Symantec NetBackup and IBM Tivoli backup solutions   Installing, configuring and managing Mobile Device Management servers and environment   Supported back-end Lyris ListManager   VMWare 5.5/6, ESX Administration 4.1 & 5.0 in a High Availability fault tolerant cluster. Vsphere Systems Administrator/Gmail for Business Administrator Veracity Consulting - Lenexa, KS January 2016 to July 2016   Maintain IT infrastructure including server, workstation, hardware, software, performance monitoring, security monitoring, patch updates, database maintenance, backups, and identify/solve problems.   Deploy and configure all server hardware and software components as assigned   Administer Active Directory Services including user provisioning, security, support, configuration, maintenance, and upgrades   Timely resolution to all server system technical issues   Research, evaluate, and documentation of best practices and procedures   Asset/Software management   Hardware/Software vendor/warranty support   200+ administration of Gmail for Business   Mac/Windows environment Systems Administrator/Exchange Administrator Silpada Designs - Lenexa, KS September 2015 to January 2016   Manage Active Directory 2012 across 2 domains

Managed Hyper-V failover cluster infrastructure (50+virtual servers)   Create and manage AD, Exchange 2013, Spark IM and application user accounts   Manage security of internal and external network devices including HP ProCurve   Maintain internal datacenter and DR site equipment, rack & stack, cabling, OS and application configuration and support   Software deployment, upgrades, and patch management of Windows 2008 and 2012 servers and end-user devices including HP laptops, HP desktops, Apple tablets and MacBooks and Apple and Android phones   Maintenance and security of end-user devices to ensure a steady-state, secure environment   Mobile device management and security   Maintained tape backups   VMWare 5.5, ESX Administration 4.1 & 5.0 in a High Availability fault tolerant cluster. Vsphere Systems Administrator Lockpath, Inc - Overland Park, KS February 2015 to September 2015   Manage Active Directory 2012 across multiple domains for 200+ users   Design/Test/Implementation of solutions to keep pace with evolution of company requirements   Coordinated VoIP implementation project   Manage security of internal and external network devices   Maintenance of internal datacenter and equipment, rack & stack, cabling, OS and application configuration and support   Maintenance and security of end-user devices   Software deployment, upgrades, and patch management of servers and end-user devices   Mobile device management and security   VMWare 6, ESX Administration 4.1 & 5.0 in a High Availability fault tolerant cluster. Vsphere Systems Administrator Concergent - Overland Park, KS November 2014 to February 2015   Deployed, updated, maintained and monitored application software, server back up support, change management, database management, and asset management.   Office 365 administration. Planned and implemented migration of 50+ users from Office/Exchange 2013.   3rd tier escalation point for troubleshooting/resolution of all end-user support of all issues   VMWare ESX Administration 4.1 & 5.0 in a High Availability fault tolerant cluster.   Wrote and implemented scripts and used existing systems to monitor the status, availability, and performance   SME and coordinator on all technology projects   Evaluated and implemented hardware and software products to improve efficiency, reliability or to provide new services.   Configured server and PC backups using Dell AppAssure   VoIP phone setup & configuration   Application and Windows upgrades and patch management   Cisco router

configuration and firewall maintenance Systems Engineer Gentiva Home Health - Overland Park, KS July 2012 to November 2014   Management of 15,000+ iPads and iPhones for end-users using Airwatch   Deployment of patches/applications to 20,000+ end-user devices using Altiris   Inventory management for all end-user computing devices   Hardware and application support for all end-users   Technology SME for sales and executive staff   Management of print server and printers for 300+ sites   Active Directory 2012 administration, planned and implemented migration from AD 2003 to 2012   Desktop Imaging and Mobile OS Customization   VMWare 5.5, ESX Administration 4.1 & 5.0 in a High Availability fault tolerant cluster. Vsphere. Senior Desktop Support and Project Specialist Assurant Employee Benefits April 2008 to July 2012   Hardware and Application support for 10,000+ devices   Quality Assurance of images and packages for Software Distribution team   SME for multiple applications and migrations   Patching and punch down in network closets as needed   Data closet and end-user setup for new sales offices. Cisco WAPs POC for all sales conferences, including A/V setup, laptop repairs, wireless configuration, and all end-user issues   ZENworks administration, user administration and software distribution using Novell ConsoleOne   Management of Citrix accounts for end-users in non-AD environment Monthly Auditing of Desktop Technicians SGT/E-5 US Army - Fort Polk, LA October 1999 to November 2004 Education Associate in Network Administration Flint Hill Technical College - Emporia, KS August 2005 to May 2007 Skills ACTIVE DIRECTORY (4 years), CISCO (4 years), VMWARE (4 years), SME (6 years), ZENWORKS (4 years), System Admin, System Administrator Links https://www.linkedin.com/pub/kevan-groves/18/631/415 Military Service Branch: Army Service Country: United States Rank: Sgt/E5 October 1998 to November 2004 Additional Information Technical Skills Software and Operating Systems: Microsoft Windows Operating Systems through Windows 10/Server 2016   Mac OSX   Active Directory/Group Policy/Batch Files/Powershell Scripting   Blackberry, Android, and iOS   Microsoft Office through 2016   Microsoft Exchange 2007-2016   Microsoft Office 365 administration and migration projects   HP Service Desk, Salesforce and Clarify   Remote Control Utilities including PC Anywhere, Bomgar, VNC, Logmein, GoTo Meeting and RDP   VMWare, VMotion, Hyper-V, Workstation and Player   Tivoli, NetBackup,

ShadowCopy   Desktop Imaging technologies including Symantec Ghost and ZENworks

Goodlink, Airwatch and other mobile device management   Credant, PointSec and BitLocker

encryption   BigFix, ZENworks, MDT and Altiris software deployment   Domino administration and

Lotus Notes SME   Thin client support   SonicWALL and Palo Alto firewalls   Cisco routers   Aruba

and Cisco WAP administration and configuration   Flexera (Adminstudio)

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