

IT Infrastructure Specialist IT Infrastructure Specialist York, ME Infrastructure administrator with a background in system & network administration and information security products. Experience with a wide variety of applications, networking, and operating system software. Strong team leader with the ability to troubleshoot and communicate to both technical and non-technical team members with a drive to continue developing the skills required to succeed. Authorized to work in the US for any employer

**Work Experience**

**IT Infrastructure Specialist CA Design - Dover, NH February 2018 to Present**

- Management of NIST 800-171 compliance project
- Manage and monitor all installed computer systems, server, storage, network and security infrastructure
- Maintain vendor relationships and establish new relationships as well as contract negotiation
- Create documentation concerning IT systems, IT standards, procedures, policies, and best practices

**Supervisor of Infrastructure Services Injured Workers Pharmacy - Andover, MA April 2016 to September 2017**

- Managed user support at multiple sites in the continental US
- Administered McAfee EPO 5.X along with AV8.8 and ENS 10.5 for 500 endpoints
- Installed, configuration, and administration of AlienVault USM SIEM
- Application monitoring and availability in a VMware ESXi 5.5 and 6.0 environment (140 virtual servers)
- Deployed and maintained Windows Server 2008 R2 and 2012 servers in a VMware ESXi environment
- Utilized monitoring tools to continuously assess the health of hardware, servers, and software
- Managed Microsoft Active Directory which includes the administration of DNS, DHCP, Group Policy, AD replication, DFS, Users and Groups permissions
- Created AD group policies and login scripts to manage specific requirements of groups of domain users
- Collaborated with other departments to oversee and execute IT projects including new systems implementations and upgrades
- Developed and maintained vendor relationships for hardware, software, and telephony
- Revised and implemented user support policies and documentation

**Network Administrator Injured Workers Pharmacy, LLC - Andover, MA September 2014 to April 2016 and San Dimas, CA.**

- Basic scripting for installation/removal of applications
- Escalation point for other team members for resolution of issues

**Jr. Network Administrator Injured Workers Pharmacy, LLC September 2013 to September 2014**

- Provided end user support to all employees including executive level support
- Managed print server and printers which consist of

Konica Minolta biz hub series and HP LaserJet M600 series    Monitored and managed Windows 2003, 2008 R2 and 2012 servers, physical and virtual via VMware ESXI 5.5.    Managed WSUS server, user management in Active Directory and Exchange 2010. PC Support Technician Datawatch Corporation - Chelmsford, MA June 2011 to August 2013    Supported end users with hardware and software problems and installations    Created images for current hardware via Norton Ghost.    Assisted with projects, server installations, and creating users in AD.    Collaborated Part of a two person IT department that provides support to end users globally. Technical Support BAE Systems - Hudson, NH November 2010 to June 2011    Technical lead for computer refresh project, assisting other technicians in the field with hardware and software issues.    Imaged desktops and laptops with Windows XP and Windows 7.    Installation and troubleshooting of hardware and software.    Performed addition of computers to Active Directory along with moving to correct OU's. Education Electrical Engineering University of Massachusetts Lowell - Lowell, MA Skills Active Directory (4 years), Cisco (Less than 1 year), Cisco ASA (Less than 1 year), DHCP (3 years), DNS (3 years), networking (Less than 1 year), Policy Management (Less than 1 year), R2 (2 years), SAP (2 years), SECURITY (Less than 1 year), security (1 year), SIEM (1 year), SYSTEMS ADMINISTRATION (Less than 1 year), TCP (Less than 1 year), TCP/IP (Less than 1 year), Windows Server 2003 (Less than 1 year), Wireless (Less than 1 year), Wireshark (Less than 1 year), Vendor Management, Network Administration, Customer Service, VMware Additional Information TECHNICAL SKILLS    SECURITY: McAfee EPO/AV8.8/ENS10.5, AlienVault USM SIEM, Cisco ASA managed by Sourcefire Module, Netwrix Auditor    SYSTEMS ADMINISTRATION: Group Policy Management, WSUS, Active Directory    NETWORKING: TCP/IP, Wireshark, DNS, DHCP, Meraki Wireless    OPERATING SYSTEMS: Windows Server 2003, 2008 R2, 2012; Windows 10, 7, Vista, 8, XP

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