SENIOR SYSTEMS ADMINISTRATOR SENIOR SYSTEMS ADMINISTRATOR SENIOR SYSTEMS ADMINISTRATOR - AT&T Arlington, TX Work Experience SENIOR SYSTEMS ADMINISTRATOR AT&T - Irving, TX January 2018 to May 2019 Led Server Support Team. Created automation processes to cut manpower maintenance needs. Built procedure converting RAID 0 to RAID 1 on servers. Created and documented system imaging methods. Constructed custom, bootable ISOs to assist with server recoveries. Coordinated and trained team on key processes and concepts. Successfully transitioned U-verse SME items to the new support team. Continued professional development through Linux training. MANAGER OF VIDEO OPERATIONS AT&T - Irving, TX April 2017 to January 2018 Managed team of 10 Server Administrators supporting hardware and operating system for all U-verse servers as well as on-boarding work from DirecTV. Coordinated with other IT teams as needed. Duties included managing workload, tracking metrics for the team, assigning projects and holding members accountable. Frequently met with team members individually to ensure that company priorities and direction of work were understood. Monitored absences, training, and progress of all members, including twice-yearly appraisals, ratings, and ranking of members for management review. PROFESSIONAL NETWORK SUPPORT AT&T - Irving, TX August 2013 to April 2017 Transitioned to team lead role in 2016 and led weekly team discussions and training sessions to keep the team s critical skill sets up-to-date. Mentored team, provided internal 2nd tier support, provided motivation, and career development. Provided Windows OS troubleshooting and failure resolution for several thousand servers on a daily basis. Freed onsite staff resources by negotiating vendor contract options to streamline and customize online parts ordering process and vendor coordination. Developed key data retention concepts in high visibility revenue generating servers. SENIOR SPECIALIST NETWORK SUPPORT AT&T - Irving, TX September 2012 to August 2013 Video On Demand (VOD) team member. Checked server health, deployed assets, managed load, confirmation and deployment of VOD assets. Used SharePoint skills to speed VOD validation or poster confirmation. SENIOR SPECIALIST SYSTEMS ADMINISTRATOR AT&T - Bothell, WA September 2009 to August 2012 Led multiple data integrity projects. Worked daily with server database and multiple projects to update information from

multiple sources. Networked across teams for data collection and idea exchange. SYSTEMS ADMINISTRATOR AT&T - Allen, TX November 2001 to September 2009 Monitored and maintained thousands of Windows-based servers. Regularly racked and built new servers. Created new standards regarding racking, building, and maintaining servers. Participated in the on-call rotation of 24/7 server support. Worked hands-on racking servers, trouble-shooting hardware, ordering parts and coordinating with vendors. Education High school or equivalent South Grand Prairie High School - Grand Prairie, TX Computer Science Tarleton State University - Stephenville, TX Computer Science University of Texas at Arlington - Arlington, TX Skills System Admin, System Administrator, Microsoft Office (10+ years), Windows Server 2008 (10+ years), Windows Server 2012 (7 years), Windows Server 2003 (10+ years), Server Troubleshooting (10+ years), Printers (10+ years), TCP/IP (10+ years), Vmware, Active Directory Awards INDIVIDUAL PERFORMANCE INCENTIVE AWARD 2017 INDIVIDUAL PERFORMANCE INCENTIVE AWARD 2016 INDIVIDUAL PERFORMANCE INCENTIVE AWARD 2015 INDIVIDUAL PERFORMANCE INCENTIVE AWARD 2014 NETOPS STAR PERFORMANCE INDIVIDUAL HONOREE 2014 KEY CONTRIBUTOR 2010 KEY CONTRIBUTOR 2009

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