

Systems Administrator II Systems Administrator II Systems Administrator II - PROVIDENT BANK
Hillside, NJ Authorized to work in the US for any employer Work Experience Systems Administrator
II PROVIDENT BANK - Iselin, NJ June 2014 to Present Maintained production environment
consisting of DELL PowerEdge and HP ProLiant Servers running Windows Server 2008 R2/2012
R2/2016 both physical and virtualized within a VMware vSphere 6.5, Citrix XenApp/XenDesktop 7.6,
Microsoft Exchange Server 2013, and DELL Compellent based Storage Area Network (SAN) Took
lead role for projects including Windows Server 2012 R2/2016 upgrades, Exchange Server 2013
migration, Microsoft Office 2013 upgrade, DELL Compellent SAN implementation, desktop hardware
Windows 10 refresh, CommVault CommServe, MobileIron MDM, Ivanti/LANDesk Management
Suite 2017, and other Enterprise Systems/Application rollouts Resolved escalated Level 2 and
Level 3 production issues via phone, remotely, or in-person as needed for environment consisting of
hundreds of servers and over 1000 workstations across 90+ branch and back-office locations
Developed and executed procedures for IT Disaster Recovery testing exercises and identified
improvements to strategy based on performing gap analysis of mission and business critical DR
plans Automated manual processes and developed tools through PowerShell plus WMI
Extensions, Batch, and VB scripting as well as managed Active Directory environment including
designing Group Policy Objects Documented procedures, configuration, and policies for IT Staff as
well as User Training Manuals for new and existing systems, applications, hardware, and network
infrastructure within IT Knowledge Base IT Analyst HATCH MOTT MACDONALD - Iselin, NJ April
2012 to December 2013 Provided day-to-day support and maintenance for production environment
consisting of HP ProLiant and Dell PowerEdge servers, VMware vSphere 5.5 hosted Virtual
Servers, Desktops, Laptops, Printers, BlackBerry phones, and other IT systems for the North East
region of organization Installed and maintained both physical and virtual servers running Windows
Server 2012, 2008 R2 and also led P2V project converting existing physical servers to virtual
servers using VMware Managed and administered Active Directory environment for 1000+ users
(globally), designed and deployed GPOs, Exchange Server 2010, maintained backups using
Symantec Backup Exec 2012, BES Server, Citrix XenApp 6.0 Clients, Microsoft Direct Access

clients, Lync 2010 clients, and Microsoft SCEP clients Deployed new workstations running Windows 8.1/8/7 operating system and provided patch management, software distribution, hardware/software inventory keeping, and updates using Microsoft SCCM 2012 Resolved Level 2 to Level 3 escalated incidents from Service-Now ticketing system, and updated or created new standardized training and other technical documentation for troubleshooting procedures

Network & Systems Administrator QUANTUM MANAGEMENT GROUP, INC - Clifton, NJ February 2010 to July 2011 Provided 2nd, and 3rd level support for systems, applications and hardware troubleshooting technical issues until resolved for clients via telephone, on-site, or remotely as needed to minimize downtime Maintained Windows Server 2008 R2 production environment including:

- o Domain Controllers, Exchange, SQL Server, IIS, File and Print Servers, Citrix, SharePoint, BES

Managed Active Directory user accounts, designed and deployed Group Policies, Exchange Server 2007 mailboxes, administered VMware vSphere 3.5 environment, Veritas Backup Exec, and Symantec Endpoint Protection clients Built and deployed end-user laptops running Windows 7/Vista/XP and Mac OS X while providing both hardware and software support/training for applications including Outlook, SharePoint, XenDesktop Scheduled and rolled out security patches using SCCM, firmware updates, and other server upgrades while minimizing server downtime for HP and DELL servers

Desktop Technician GOLDMAN SACHS (ICAS CORPORATION) - New York, NY October 2009 to February 2010 Equipment installing and testing of PCs, IP turrets, Cisco phones, Quad monitor displays, printer servers, video cards, hard drives, memory, and other computer peripherals Provide in-person as well as phone support to GS end users for hardware and software issues Worked alongside engineers to develop, maintain, and test network infrastructure throughout buildings Cloned and deployed new PC positions in trading room floors and trained end users on using Citrix Assisted with the execution of consolidation and infrastructural moves to various GS HQs

Education Bachelor of Science in Business Management NEW JERSEY INSTITUTE OF TECHNOLOGY May 2009 Skills ACTIVE DIRECTORY (7 years), CITRIX (7 years), VMWARE (7 years), EXCHANGE (7 years), R2 (7 years)

Additional Information TECHNICAL SKILLS Operating Systems: Windows Server 2016, 2012 R2, 2008 R2, 2003 R2,

CentOS 7.5, RHEL 7.5, SUSE Linux Windows 10, 8.1, 8, 7, XP, Vista, 2000, NT, 9X, Mac OS X

Hardware: DELL PowerEdge Servers, HP ProLiant Servers, CISCO Routers & Switches, Hubs, Desktops/Laptops/Tablets (Dell, HP, Lenovo/IBM, Mac), Cisco/Fortinet/SonicWALL Firewall, Hypervisors, RAID, NAS, Dell Compellent SAN, Backup Tapes, Datacenter Infrastructure

Software/Skills: Microsoft: Active Directory & Group Policy, ADFS, BitLocker; Cluster Service (MSCS), Direct Access, Exchange Server 2007-2013, Hyper-V, Lync, Office Suite 97-2016 (Access, Excel, OneNote, Outlook, PowerPoint, Project, Publisher, Skype, Visio, Word), Office 365, SharePoint, SQL Server 2008-2012, System Center Configuration Manager (SCCM), System Center Operations Manager (SCOM); Cisco: Call Manager, IP Phones, Jabber, Manage Engine, NetFlow; Citrix: NetScaler, XenApp, XenDesktop; ConnectWise, Cylance, Dell Open Manage, DHCP, DNS, EMC, ESET, Firewall, FTP/SFTP, Graphics Design, Help-Desk, Service-Now, HP Insight Manager, IIS, Imaging, Imprivata Single Sign On, Informatica, Juniper VPN, Kaspersky Antivirus, LAN, LANDesk, Linux, Mobile Device Management (MDM): MobileIron, Good for Enterprise (GFE), Microsoft Intune; Backup: Arcserve, CommVault CommServe, NetApp, NetBackup, Symantec Backup Exec, Veeam, Veritas; Okta, OpenText, Proofpoint; Scripting: PowerShell, VB, Batch; ShoreTel Phones, SMTP, Splunk, SSH, Symantec Endpoint Protection, Symantec Mail Security, Symantec PC Anywhere, TCP/IP, Technical Writing, Telnet, VirtualBox, VMware: ESX/ESXi, vSphere 6.5, vCenter, vCSA, vMotion, Workstation, VPN, WAN, Web Design, What's Up Gold, WSUS, zScaler

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