

Systems Administrator Systems Administrator Systems Administrator - Hilliard Office Solutions
Lubbock, TX Information systems Graduate with Extensive experience in the Network and Systems
Administration field. I am well versed in the following software and technologies installation and
maintenance of all Microsoft operating systems, Linux Redhat and Ubuntu, Mac OS EHR and
EMR Softwares such as, E-clinical works, NexGen, and CMG Routing/Firewalls - installation and
recurring management of Sonicwall, Meraki, Palo Alto, Barracuda, Cisco, PFSense, and Open WRT
firewall Technologies. Wifi - I am proficient in the engineering and implementation of the following
wireless access systems - Cisco, Meraki, Xirrus, Ubiquiti, and Datto Access points Backup
Systems - Veeam, Shadow Protect, Datto disaster recovery solutions, backblaze, Acronis,
Symantec. Antivirus - Malwarebytes, Symantec, Trend Micro, Kaspersky and Webroot. Phone
Systems - Cisco Voip Systems, Esi Analog and Digital Systems. Exchange - I am proficient in the
installation and administration and migration of Microsoft Exchange 2003 - Exchange 365. I am an
outgoing individual and as such I pride myself on my ability to work well with customers and develop
a level of trust that keeps them returning to me for all future work. Work Experience Systems
Administrator Hilliard Office Solutions January 2019 to Present Responsible for multiple enterprise
level customer network, infrastructure, and day to day operations. Complete multiple projects at
once, ability to multitask and take on a variety of different problems at once, view what is an
emergency to set a priority listing. Manage all customers backups for all managed servers weekly.
Verify screenshots and verify that all backups are bootable. Deploy different network archetypes
across all major branded enterprise equipment. Datto, Cisco, Ubiquiti, SonicWall and others.
Deploy multiple phone controllers, build and manage SIP trunks, manage internal NIM cards or
equivalent. Systems Engineer Ice Technologies November 2017 to January 2019 Responsible for
the Network and IT Infrastructure design, installation, Maintenance and operation of Lynn County
Hospital District as well as the associated surrounding area clinics and pharmacies. This Particular
client had been through 4 MSP IT companies in 2 years prior to my arrival, I was able to develop a
professional and trusting relationship with this client and have been the longest lasting company to
provide service for them As a Network engineer I took it upon myself to learn the EMR and EHR

systems of each branch that I serviced so that I could make well informed and logical recommendations to the client about their technological environment I handle all incoming Help Desk Tickets as well as all onsite network and systems Management and maintenance. Helpdesk technician United Super Markets June 2016 to October 2017 Regularly provided efficient technical support over the phone and network Provided dial in support for 331 stores to troubleshoot hardware and software problems. Responsible for dispatching and logging technical details so that all recurring issues could be properly tracked Managed multiple networking protocols, installed routers and configured IP addresses. Created training instruction on ISS 45 Point of Sale Systems

Managed all incoming helpdesk calls in a timely and efficient manner. Computer Support Specialist OfficeWise September 2014 to May 2016 Provided IT support for computers spread across multiple locations around Texas. Worked remotely to provide support. Managed firewall rules and allowed inbound/outbound traffic Managed cloud printing resources, setup print jobs in Cloud Express. Installed and configured network site to site VPN with routable sharing across all networks. Education Associates of Applied Sciences in Computer Sciences South Plains College - Levelland, TX June 2012 to May 2014 Skills System Administrator, Active Directory, Vmware, SCCM

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