

Systems Administrator Systems Administrator Network Administrator Dardanelle, AR Authorized to work in the US for any employer Work Experience Systems Administrator Self-Employed - Dardanelle, AR January 2005 to Present Provide end-user support for computer systems and software Install custom network cabling to suit customer needs Design and coordinate new network installations and upgrades Create and assemble new computer systems to client specifications Install hardware upgrades and replace defective components Install software packages, package updates, and service packs on workstations and servers Facilitate a safe and healthy IT environment for clients by eliminating viruses, spyware, malware, etc. from infected computers IT Director River Valley Medical Center - Dardanelle, AR 2013 to 2014 Responsible for all IT, cell phone, and desk phones devices at four locations including the hospital, clinics, and therapy center Installed and configured software and hardware on desktop PC and Servers Managed online help desk and support requests for 100+ users Supported hospital staff with Amazing Charts and other hospital/clinic related software Support Xerox network copiers Assisted with new employee orientation on IT policy Sustained user account and set access privileges Configured WAN between 4 locations Coordinated and performed major updates to servers for a cohesive workday Desktop/Network Support Technician TEK Systems - Arkansas Nuclear One - Russellville, AR 2011 to 2011 Sustained Dell desktops, laptops, tablets, and servers to assist in positive work flow activity Calibrated/ configured laser printers manufactured by HP and Dell Achieved multiple certifications from Dell, i.e. desktop, server, printer, and network device support Administrated IP Address and DHCP containing Lucent/Alcatel QIP Network Devices Supported Legato tape backup system and performed regular tape rotation Utilized the tool Remedy help desk support, incident management, and issue documentation Earned and maintained nuclear/radiation worker certification Installed and supported Cisco Wireless AP s and Controllers with Web WCS Rendered support for various COSTS and vertical applications Server Support Specialist Collabera/IBM - Bentonville, AR 2009 to 2009 Windows and Linux/AIX/Unix server administration, support, and deployment Phone based technical support of hardware support technicians Worked with team leads and management to streamline installation

procedures Responsible for training new team members in AIX systems, and IBM storage systems use Install and troubleshoot IBM (DS3200 and N3300) storage solutions Provide storage system support and coordination with other teams to meet deadlines Trouble ticket resolution from initial diagnosis to closure Point of contact for Video Surveillance technicians to provide storage system support Network Engineer ProMAS - Russellville, AR 2007 to 2008 Windows Server installation, configuration, deployment, and support Install software and hardware on desktop PC and Servers Supported local and remote users with PC issues and basic operation Evaluate networks infrastructure and provide recommendations based on the client s need Provide disaster recovery support for computer systems including system backup and restoration Install and support computer peripheral equipment including printers, scanners, cameras, etc. Organize communications with third party vendor for support on the customers behalf Install and configured overhead projectors for use in a classroom environment Troubleshoot Linux workstations access and connectivity Support Unix servers serving SQL databases, websites, and vertical applications Computer Lab Manager Sequoyah Elementary School - Russellville, AR 2007 to 2007 Supervise, assist, and monitor students with computer and software operation Assist faculty and staff with computer operation and application support Create and manage accounts in Plato Web, Accelerated Reader, and other training apps Maintain school web site and web page development Manage Windows Server accounts and resources to ensure high availability End user support for server access and connectivity to corporate web site Resolve connectivity issues connectivity with school district IT support staff Culpable for keeping all computer systems and peripherals in top working order Supervise children during Lunch, Recess, and after school pickup Network Engineer Client Network Services Inc - Rockville, MD 2004 to 2004 Assist end users with computer and network resource issues Configure new computers for use with DHS (Department of Homeland Security) network Manage all local aspects of the ITMS (Internet Technology Managed Services) contract Support the Unisys SPOC (Single Point Of Contact) help desk system Function as the IT liaison between local Airport officials including the FSD (Federal Security Director) and the regional officials in Washington DC Drive to spoke airports across the state to

assist DHS staff with IT needs and training Network Analyst CenturyTel - Monroe, LA 2002 to 2004
Configure and deploy Cisco Routers, Access Servers, and Switches Troubleshoot connectivity
issues with various Frame Relay and Point-to-Point mediums Work with circuit technicians from
various providers to resolve circuit trouble Maintain vast network infrastructure across more than
15 states and 100,000 users Configure and deploy various Lucent and Cisco access servers and
routers Handling customer requests for static IP addresses Member of Escalation Team
assigned to maintain communications with Customer Support Configuration of network monitoring
software on Linux/BSD/Unix servers Spearheaded project to readdress several Class C IP
Networks including routing Support WAN devices including CSU/DSU, MUX, and multiplexor
devices Adjunct IT Instructor/Lab Aide Arkansas Tech University - Russellville, AR 1998 to 2002
Led corporate training classes on Microsoft Office XP Suite Customized curriculum to suit needs
of corporate clients Provide technical assistance to students and staff Support Windows
Workstations and Servers (Windows 95, 98, and NT 4.0) Owner/Network Instructor PC Outfitters -
Russellville, AR 1999 to 2000 Marketed IT Certification Classes and other computer services
Designed curriculum for Instructor-led training classes Supervised, coordinated, and led training
classes with other instructors Managed two computer labs with over 30 computers and various
network devices Installed and configured Windows 98, ME, NT 4.0 Server and Workstation
Maintained a storefront for retail sales of computers and training courses Assembled, configured,
and marketed OEM computer systems and accessories Education Some college Skills Windows
(10+ years), System Administrator, Active Directory, System Admin, Linux Certifications/Licenses
MCSE Present Network+ Present Additional Information Publication: CSW Net: Wrote the user
manual for the public/home/business users and service technicians. CSW Net was a premier
internet provide on the cusp of breaking technology.

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