Systems Administrator Systems Administrator Systems Analyst - Sarasota County Tax Collector Sarasota, FL Experienced IT professional motivated to learn new technologies, share knowledge, and become a valuable asset of an enterprise-class IT team. Work Experience Systems Administrator Sarasota County Tax Collector - Sarasota, FL 2012 to Present As the Lead Systems Administrator, I am responsible for the day-to-day operation of a 40+ virtualized (VMware) mixed server environment (Windows//Linux), ensuring 99.9% uptime. I evaluate, monitor and enhance IT infrastructure with an emphasis on availability, reliability, scalability, security, data confidentiality and system integrity. I report to the IT Director, providing weekly updates on projects, upgrades, and issues. I am considered the on-site SME for VMware vSphere, Active Directory, Group Policy, and various other technologies where I am responsible for resolving complex issues that may arise.

Key Contributions: Established automated server routines, system performance optimization, installing upgrades/patches, establishing system monitoring and maintaining security protocols.   Ensured that all server hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.   Optimized system availability (averaging 99.9% uptime) and equipped company with scalable systems to support business growth.   Increased team productivity and automated repetitive tasks by using batch files, PowerShell, and VBScript.   Acted as escalation point for troubleshooting advanced network/ systems issues.   Key Projects: Implemented pro-active monitoring systems and techniques to shift our department's operational strategy to become more offensive. This has resulted in less downtime, faster response, and better overall customer satisfaction.   Member of the project team responsible for replacing an aging Tax Collection system, responsible for collecting an estimated annual tax roll of nearly $900 million for Sarasota County.   Responsible for planning and executing the Operating System upgrades for 30+ Servers that reached or are nearing Operating System EOL dates.   Replaced an aging storage system, quadrupling our network storage capacity and increasing performance. Project came in 30% under budget and delivered on-time.   Designed and Implemented a Disaster Recovery Plan (DRP) meeting and exceeding our agency RPO and RTO goals. This project included setting up a DR site capable of running all critical operations in the event of a Datacenter

outage. Responsible for replacing all aging server, network, and workstation hardware on a 5 year hardware refresh rotation. Server Support Technician II / Support & Sales Supervisor HostDime Web Hosting - Orlando, FL 2007 to 2012 Supervised a team of up to 10 technicians per shift and assisted with call and ticket escalations Provided Tier 1/2 technical support to customers via their helpdesk system, live chat, or over the phone. Technical support for web hosting services included: Apache/IIS/ngnix Web Servers, Exim and Mailenable Email servers, FTP servers, MySQL and MSSQL servers, Virtual Machines and Physical servers with both Windows and Linux OS's Assist with sales questions, account upgrades and downgrades, and additional services such as SSL Certificates and Document technical issues and contribute to the company knowledgebase to assist other techs and customers in the future Participated in Datacenter staff rotations, which included: off-hour server maintenance, hardware upgrades, system migrations, and remodeling. Education MS in Computer Engineering Florida International University - Miami, FL 2015 to 2016 BS in Information Technology University of South Florida - Sarasota, FL 2012 to 2013 Skills System Administration (10+ years), Active Directory (8 years), VMware vSphere (7 years), Network Administration (6 years), Exchange Server (5 years), Information Security (5 years), Windows Server (10+ years), System Analyst, Help Desk, Azure (3 years), AWS (2 years) Links http://ThomasPenafiel.com Certifications/Licenses ITIL Foundations February 2015 to Present ITIL Foundation Certification - IT Service Management VMware Certified Professional - Data Center Virtualization (VCP6.5-DCV) August 2018 to Present The VCP6.5-DCV certification validates knowledge of implementation, management, and troubleshooting of a vSphere V6.5 infrastructure, using best practices to provide a powerful, flexible, and secure foundation for business agility that can accelerate the transformation to cloud computing. Additional Information Technology Skills Operating Systems: Windows Server; Windows; MacOS, Linux Virtualization: VMWare vSphere, Hyper-V, OpenVZ, Xen Server Systems and Network Management: Active Directory, Group Policy, WSUS, Exchange Server, IIS, Symantec Backup Exec, Windows Fax Services, SharePoint Management, XMPP Servers (OpenFire) Enterprise Hardware: Dell Server Products, Dell Storage Products (Equallogic, various models), HP BladeCenter; Cisco, Dell and HP networking equipment,

and various other products　　Other Technologies and Skills: TCP/IP, DNS, Wireless AP's, IP Cameras, Web Design, SEO, Physical Cabling Infrastructures, Print Farms, High Speed Payment Systems (Opex and NCR)　　Eager to learn and master new technologies without hesitation

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