

IT Support Specialist IT Support Specialist IT Support Specialist - NDT Global Spring, TX Innovative and accomplished IT professional with over 20 years of experience in IT management and system administration. Noted for leveraging information system. Team-oriented and possess excellent analytical, communication, organization, and leadership abilities. Work Experience IT Support Specialist NDT Global - Houston, TX 2015 to Present Perform all levels of hardware and software systems support for the IT department of NDT Global office, managing 250 + Windows and Linux server environments and technologies for 700+ remote and onsite users and 400+ security groups in 8 locations worldwide to provide access to the systems. Creating, maintaining and verifying backup jobs using Symantec backup exec 15 and VEEAM Backup software. Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise. Negotiate Software, OS and updates deployment, hardware and software inventory via SCCM. Implemented from scratch and lead a new Security Awareness Program (KnowBe4) providing security awareness training combined with simulated phishing attacks Re-engineer company's systems set up, establishing automated scripting server generation routines, optimizing system performance, installing upgrades/patches, establishing system monitoring and maintaining security protocols. Responsible for AirWatch Administration for mobile security. SAN administration (Nimble) and Sophos UTM9 firewall maintenance and administration. Strong understanding of VMware Networking concepts like creation of Standard and Distributed switch, different types of port groups, NIC Teaming and VLAN Problem management on VMware ESXi 5.5. and 6.7. Developed organizational units in Active Directory (AD) and managed user security with group policies. Train employees across multiple departments on network operations including log-in procedures, network management software, permissions, printing issues, security and use of the software. IT Manager Consilux - Caracas, VE 2008 to 2014 Collaborated with Systems Team to provide Windows administration, network LAN/WAN/VPN administration, VMware ESXi administration, and intrusion detection and prevention (IDP) monitoring. Planned, implemented, and maintained Exchange servers, AD/DNS, wireless access points and load balancers, mobile gadgets. Design and implement the Acceptable Use of Information Technology Resources. Performed security testing &

hardening. Wrote scripts to automate system administration tasks. Troubleshoot hardware & software; installed imagery & satellite software and development tools. Evaluated industry trends, standards and new technologies to recommend the change (i.e., evaluate and integrate new OS versions, drivers and hardware. Made sure that all software and procedures, operating systems, server hardware aligned with enterprise standards and strategic business plan. Designed, implemented, installing and configure Microsoft Windows 2003 / 2008 Server. Troubleshoot and provided technical analysis concerning Operating system, network, and application performance issues to resolution. Developed process improvements and other enhancements that improve operational efficiency as well as ensure data security. Designed and implemented Backup and recovery plans. Resolved a history of problematic network failure by troubleshooting LAN/WAN connections between multiple construction sites. Managed MS Active Directory, GPO Policies, and VMWare virtualization. Stabilized, expanded and protected the company network and PC environment. Built new file servers to maximize user productivity, terminal server, file/print sharing, and domain control performance. Researched, recommended and implemented network enhancements that improved system reliability and performance. IT Systems Administrator JMC Young & Rubicam - Caracas, VE 2005 to 2008 IT Systems Administrator VMware - Caracas, VE 2003 to 2005 IT Support TBWA Technical - Caracas, VE 1999 to 2003 Education Associate in Industrial Design IUT Antonio Jos de Sucre - Caracas September 1996 to July 1999 Skills System Administrator (10+ years), Active Directory (10+ years), Linux, System Admin, Vmware, Azure (5 years), Citrix (5 years), Windows server 2012 (7 years), Security (10+ years) Links <https://www.linkedin.com/in/valmorequintero>

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