

System Support Engineer System Support Engineer System Support Engineer - Brownsville  
Multi-Service Family Health Center New York, NY Authorized to work in the US for any employer  
Work Experience System Support Engineer Brownsville Multi-Service Family Health Center - New  
York, NY 2017 to Present Configured and harden system security for the Windows network and  
Active Directory Performed security administration functions for user, data and remote access  
Synchronized Active directory using Windows 2012 Servers at two locations Provided technical  
support for end-users on all applications and hardware Setup and monitored daily backups and  
recovery functions on Windows servers Systems/Network Administrator MANA PRODUCTS - New  
York, NY 1996 to 2016 Implemented 1st network (Class B) for the firm; previously only mainframe  
Project leader for upgrading Windows 7 computers to Windows 10 (over 300 PCs) Provided a  
help desk function; include handling incidents and requests Project Leader for MS Office 365  
deployment; migrated from in-house system Administered and maintained user access, process  
and procedures Collaborated effectively across departments to work more effectively with others.  
EDI coordinator using IBM iSeries and Trusted Link, handling documents transmissions Served  
as hardware specialist; installed new and repaired devices (PC's, laptops, printers, etc.), as  
necessary Assisted colleagues with technical issues, including Remote Desktop and VPN support  
Daily Monitored datacenter infrastructure to ensure system health and availability Configured  
Cisco Switches, Routers and firewalls Assisted with configuration of wireless mobile devices and  
Meraki dashboard Designed and created barcode labels to comply with business requirements  
Install latest OS updates, Patches, and Firmware Setup security and folder shares on Server for  
MS One Drive and SharePoint Negotiated and contracted with service providers Established and  
maintained relationships with vendors Responsible for recommend and approval of computer  
equipment Implemented and configured the video-conferencing system - Polycom Coordinated  
integration of payroll systems, time clock system and security badges (critical) Managed IBM  
AS400 on a daily basis; completed month end procedures and reports Education AAS in Computer  
Science Queen's Borough Community College Skills Mpls, Vpn, Avaya, Wireless, As400, Data  
center, Networking, Solarwinds, Disaster recovery, Mainframe, Edi, System configuration, Isp, Jde,

Visio, Help desk, Lan, Application support, Operations, Active Directory, DNS, Linux, System Administrator, Vmware, Technical Support, Windows, Customer Service, Windows 7 Links <http://www.linkedin.com/in/winston-florez> Additional Information EXPERTISE Windows Administration Communication Lines Network & Application Support Disaster Recovery Help Desk IT Resource Data Center Operations Team Leadership IBM AS400 Testing and Troubleshooting System Configuration Project Management Windows Servers/Networking System/IT Troubleshooter & Support A systems/ network specialist experienced in managing server infrastructure and networks. Proven record of successfully implementing new systems, enhancing existing infrastructure, upgrading and troubleshooting. Recognized for ability to identify cost saving opportunities. Competent and dedicated professional with a passion for self-improvement and being a solid team contributor. TECHNICAL SKILLS Wireless ISP MPLS Hardware Dell's & HP's WatchGuard IBM AS400 Avaya Routers Switches Software/Apps SolarWinds Office365 Visio FixMe-IT Environments Mainframe Web WAN LAN Internet Operating Systems All Windows VPN JDE World EDI Software Conference Systems Other

Name: Robert Meza

Email: nancyowen@example.net

Phone: 001-247-314-1769x43795