

[contract] Systems Administrator/Engineer [contract] Systems Administrator/Engineer [contract]
 Systems Administrator/Engineer Work Experience [contract] Systems Administrator/Engineer
 Seacor Holdings March 2019 to July 2019 Tiers 1-3 Unracked & racked: Servers, KVM, Switch,
 NAS, PDU, and obsolete devices Installed and configured iDRAC, ESX Hypervisor, and vCenter
 Created and configured Server VM's Installed and configured NAS Software License
 management Enabled & configured FTP server via IIS Imaged, reformatted, and configured
 Windows 10 on Laptops and Desktops Hardware, Software, and E-Recycling (w/ data wiping)
 recommendations Acronis True Image creation and documentation Systems Support Engineer II
 IT Authorities October 2017 to July 2018 Tiers 1-2 Whitelisted websites and opened ports on
 Firewall iDRAC and iLO management Switch power supply troubleshooting Access Point and
 Wireless LAN Controller management Ransomware infection removal and backup restore DHCP
 entries and reservations IP reservations Low drive space cleanup/deletion of logs, old backups,
 unnecessary data, etc Exchange Proofpoint mail spam filter troubleshooting AV Webroot
 installations On-call for Coca-Cola bottlers around the USA and Canada Azure Virtual Machine
 portal management Citrix Xen, Microsoft Hyper-V, and VMware vSphere management SPF
 Record adjustments Exchange email certificate installation Software updates Patch
 management VPN access and removal Network monitoring Office365 user, mailbox, and
 Office license management SQL access management VLAN assignments Group policy
 creation and adjustments Support Engineer II LSeven Solutions September 2016 to May 2017 Tiers
 1-2 Configured iDRAC & Lifecycle controller on Dell servers Edited policies on WatchGuard
 firewalls VPN installation and troubleshooting Installed & relocated
 servers/workstations/switches/WAPs Managed and troubleshooted proprietary applications
 Worldox management and support QNAP drive replacements Data center rack troubleshooting
 Updated and created several documentations for different clients in IT Glue Created network
 diagrams for several clients using Gliffy online Exchange and Office365 creation and management
 Account Directory user creation and management Group Policy creation and management
 Restored files/folders from Shadow Protect backups Emergency data migration Managed and

troubleshooted VM's, Xen, and Hyper-V servers HBX phone management McAfee Audit scans
Barracuda Spam Filtering and whitelisting Simpli-Cloud Sync user creation and share
subscriptions PRTG Networking Monitoring NOC Engineer United Data Technologies July 2014 to
May 2015 Tiers 1-3 Review Veeam backups daily HP ILO server recovery Desktop & laptop
imaging to Windows 7 and Windows 8.1 using SCCM, Acronis, and Clonezilla HDD, RAM,
keyboard, battery, replacements on Lenovo Thinkpad laptops MFP troubleshooting, eCopy, Fiery
document server support, includes: Xerox, Ricoh, Brother Microsoft Windows XP, Vista, 7, 8.1 |
Linux | Mac | Microsoft Surface support Microsoft Office 2007, 2010, and 2013 support
Android/iOS/Blackberry smartphones & tablet support Worldox installation and support On-site
customer support & Weekday/Weeknight on-call support Cisco Meraki management Fileserver
permissions, Exchange mailbox & Outlook delegates, Server Shared folders, Distribution lists, User
creation and disable, mail forwarding, password resets, group management Citrix configuration
and installation Projector, Microphone, & Smartboard setups Desktop Support Engineer Ayra
Computer Services August 2005 to August 2011 Tiers 1-2 Designed & built custom PC's
Implemented LAN solutions on-site, Ethernet (Cat5e & Cat6) and Wireless (A/B/G/N) Physical and
remote troubleshooting of both PC & MAC Active Directory & Exchange management of users,
mailboxes, and distribution lists. Policy creation and enforcement Installation and management
of firewalls & switches Salvaged & restored data from failing hard drives Virus/Malware
detection, deletion, and quarantine Recommendation of network diagrams and topologies
Installation and configuration of proprietary software Installation, configuration, and maintenance
of multi-function printers Education, Speech, Certificates: Monsignor Edward Pace High School
Education A+ Certification Dade Community College - Miami, FL

Name: Matthew Ford

Email: iriley@example.org

Phone: 532.723.7710