

Systems Administrator Systems Administrator Systems Administrator - Modern Information Solutions Work Experience Systems Administrator Modern Information Solutions March 2015 to Present

**Primary Tasks** Configure and deploy switches and routers in customer networks to replace aging devices or meet growing business needs. Proactively monitor 200+ network devices and servers to detect and resolve issues before services are impacted. Deploy and maintain firewalls from a variety of vendors, including next-generation features, Site-to-Site VPNs, Remote Access VPNs, Access Rules, and NAT Policies to allow secure remote access to internal resources. Install and maintain Linux servers for services such as file sharing, network monitoring, and backups. Configure and implement Windows Server solutions, including Domain Controllers, Group Policy, File Servers, Print Servers, WSUS, Routing and Remote Access, and Certificate Services. Support virtualized infrastructures running Windows and Linux servers. Perform administrator tasks for Exchange servers, such as troubleshooting mail flow and database issues, monitoring storage usage, creating mailboxes, and managing certificates. Administer SANs in virtualized infrastructures, including monitoring storage usage, creating and expanding volumes, and troubleshooting incidents. Perform network security assessments and onboard new customers. Implement cloud solutions such as Office 365, Mimecast, and Azure services. Administer internal and external DNS records for websites, email, and public-facing corporate resources.

**Recent Achievements:** Implemented an SNMP solution to monitor more than 200 network devices across 20 customer networks. Implemented an automated configuration backup for all network devices and firewalls. Deployed syslog servers and configured logging on network devices for monitoring and compliance. Implemented an RMM solution across all clients, resulting in more accurate customer inventory, improved monitoring capabilities, and improved efficiencies resolving issues. Implemented an internal documentation system to facilitate the sharing of customer information to improve training procedures and productivity.

**Lead Customer Service Representative** Fifth Third May 2013 to January 2015 Led in sales and operations to ensure our team met sales goals and compliance standards. In my first two quarters, I improved the branch's Financial Center Audit rating from 59% to 96%, reducing risk. Consistently exceeded sales goals

and received high customer service ratings. Education BSBA in Computer Information Systems

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