

Senior Information Technology System Engineer Senior Information Technology System Engineer
Senior Information Technology System Engineer Dallas, TX IT professional with over 15 years
experience in administration, configuration, & troubleshooting various technologies in small,
medium & large enterprise environments. Active Directory, group policy, Microsoft Exchange,
Microsoft server 2003 to Microsoft server 2016, Apple, FTP, SQL, VPN, Cisco Meraki, Microsoft
Terminal Servers & Remote App, VDI, SaaS, Cisco ASA, SonicWall, Netgear, Linksys Authorized to
work in the US for any employer Work Experience Senior Information Technology System Engineer
3TPro - Dallas, TX September 2014 to Present Field - IT Consultant Server, System, Desktop,
User and Network support. Exchange Server administration. Office 365 Environments. Exchange
2013. Exchange 2016. Firewall Configuration & Monitoring Systems Engineer NEC 2011 to 2014
Supporting NEC DSX phone systems within help desk environment. VoIP Troubleshooting across
LAN and WAN environments, Windows Desktop TCP/IP and application support, respond to
incident reports via email or telephone IT Consultant / IT Administrator Just Brakes 2009 to 2011
Working as IT Consultant providing desktop and network administration for Just Brakes corporate
office including 150+ retail locations. Supporting Windows Server 2003/2008, Small Business
Server, SQL Server, MAS accounting server, Exchange 2003 & 2010, Fortigate Firewall,
CheckPoint Firewalls, Security Management Portal, Point of Sale, network printers, Toshiba and
Sony laptops, Windows 2000, Windows XP, Vista and Windows 7. Respond to end-user service
requests reported to IT Help Desk. Active Directory, Group Policy, DHCP, DNS, IIS, Terminal
Server, RAS, SLMail and Exchange Intelligent Message Filter (IMF) Technical Support Engineer
Waymark communications - Frisco, TX 2004 to 2009 Providing assistance for customers in a NOC
and data center environment. Excellent customer service skills, technical support over the phone or
email. Upgrade and maintain the Exchange servers, support the Windows Servers and all
services-IIS, DNS, file and print, etc. Provide technical assistance for customers needing DSL, dial
up, home networking, co-location and email application assistance; on-site assistance required for
T1 and DSL customers. *Employment started as part time (weekends only) while employed at
Westwood College. Systems Administrator Westwood College 2004 to 2007 Working full time as

primary system administrator on college campus. Supported all computer and Macintosh labs, assisting administration department, education department and students for all IT needs. This included the following: managing active directory accounts, email/VPN configuration for new employees, printer troubleshooting-Mainly HP and Xerox equipment, network management and troubleshooting, providing on-call support via remote access, PBX administration, and desktop support. Onsite server support for roughly 10 servers, Macintosh and Windows. Education Bachelor's degree in Computer Network Management Westwood College - Dallas, TX 2003 to 2007 Skills Active Directory, System Administrator, Vmware, Powershell, DNS, Cisco

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