

Systems Administrator Systems Administrator Systems Administrator - Ford Motor Company  
Warren, MI 5+ years of experience in IT and 4+ years of experience as systems admin/engineer  
Building, managing and supporting windows servers Used Automate build process using  
ServiceNow tools Maintained high level servers using Nagios monitoring tools and patch servers  
Managed large number of servers and was responsible for uptime to 99.9% Contributed by  
documenting proper processes and invented new ways of doing IT creating efficient ways to save  
time and resources Technical Skills and Tools OS Windows: 7, 10, Server 2008 R2, Server 2012  
Linux: Ubuntu and CentOS Tools Torque, ESL, ADMS, HPSA (HP Server Automation), HP SM9  
(HP Service Manager 9), Service Center, ePCM, Nagios (server monitoring tools), Remedy,  
ServiceNow, SCCM, HPAC, JetAdmin, Altiris, Software Eclipse Luna, HP Server Automation  
(HPSA), VMware workstation, JDK/JRE 1.7, Apache Tomcat, VMWare V-sphere Client and web,  
IIS, Language PowerShell, Java, HTML, SQL Database Oracle 11g, MySQL Hardware HP  
Proliant DL Rack, HP Proliant BL Blades, HP ML Tower, Dell drac, Dell EMC Work Experience  
Systems Administrator Ford Motor Company - Allen Park, MI November 2017 to Present Installing,  
configuring, operating, and maintaining Microsoft Windows 2008, 2012, 2016 R2 servers OS support  
and Print Queue support Interface with Business IT and business owners to enable and prioritize  
implementations and service improvements Windows PowerShell Scripting to maintain and  
administrating servers Participate in core internal Ford team efforts to manage daily operations  
utilizing platform specific standard ITIL V3 Tools Maintain, configuration, updates, and  
troubleshooting VMWare ESX server vSphere 5 & 6 client and vCenter server environment  
Responsible for maintaining supported customer applications that may require modifications to work  
in a client server environment Develop and maintain accurate support documentation Share and  
present process to cross-functional teams and executive leadership Microsoft Windows Support  
Engineer SECURE-24 - Southfield, MI September 2016 to October 2017 Installing, configuring,  
operating, and maintaining Microsoft Windows Server solutions Support and Administration of  
Microsoft Windows 2003, 2008, 2012, 2016 R2 Servers, Active Directory Environments, Clustering,  
Microsoft Enterprise level products Provide recommendations on changes and design

enhancements to improve reliability, security, processes, and performance. Perform day-to-day support, administration and maintenance of the organization ServiceNow instances. Assist with ServiceNow updates and new releases to include documentation and implementation.

Implemented procedures for installation, testing and maintenance of Active Directory Patching servers using Altiris Symantec Management Console Application and SCCM Walking Clients through installing applications and computer peripherals Support cloud servers including security configurations, patching, and troubleshooting. Knowledge and troubleshooting capability with multiple high availability solutions Installation of VMware ESX Server, vSphere 6x Client and vCenter Server Deploy Virtual Machines and use clones, snapshots, templates Responsible for all tuning, monitoring and performance recommendations of the Microsoft systems thorough environment documentation Following thorough Root Cause Analysis processes and documentation Continuous maintenance, auditing, and monitoring of our customers Microsoft environments Following thorough Change Management processes and documentation

Server Engineer - Production Engineering Hewlett-Packard Enterprise - Pontiac, MI June 2013 to August 2016 Created and analyzed Design Proposal Summary (DPS) for clients Interfaced with clients at various meetings to build clear understanding of needs and deliver pertinent data and solutions Developed strong technical knowledge, presentation skills, critical thinking, and client-facing skills Set up HPE emerging Moonshot (cloud) servers and components in the engineering lab Played key role in client activities to produce engineering deliverables Escalated and communicated obstacles that put key deliverables at risk Studied contract items to help facilitate a successful deal closing Coordinated inspections to ensure projects are successful

Operations Systems Administrator - Delphi Account Created Request for Change (RFC) tickets Participated in weekly maintenance server restarts to ensure servers are all up and running Delivered monthly patching of client servers Attended Technical Advisory Board/Changes Advisory Board meetings to ensure changes or tasks successfully completed Maintained and patched the restricted servers in North America region Worked on any special projects (i.e. ESM high risks remediation process, install software updates, deleting print queues off servers for North America, Asia and Europe region)

Maintained and installed weekly patches in restricted servers    Systems Administrator Server Build, ASD - Americas Server Delivery    Built new server both virtual and physical (Installed OS, software applications and patches, set up network and firewall, etc.)    Decommissioned servers (Using Service Center to track decommission, shut down server, wiped all software off hard drive, removed from HPSA)    Resolved any issues with servers not in production (i.e. server not communicating with HPSA, unable to remote into server, firewall blocking applications, etc.)    Updated information in pertinent tracking databases    Configured raids using Integrated Lights Out    Installed software policy using HPSA (Hewlett-Packard Server Automation)    Built Windows Server 2008, 2012 Clusters and Installation of VMware ESX Server, vSphere Client and vCenter Server    Developed clear expectations and deliver servers with no issues to encounter outstanding performance    Established and monitored conformance with production specs, procedures, schedule and security

IT Support Engineer CIG Corp - Southfield, MI May 2012 to June 2013    Provided support for desktop & mobile hardware (Windows, Apple and Android), OS, and application software    Scheduling for the in-house and outside corporate meetings using WebEx    Scheduled training and ensures all personnel comply with training requirements, work standards, policies, and procedures    Provided support for server hardware, OS, and network configuration    Created and uploaded tickets to monitor or different projects and keep track of all issues daily

Education Bachelor of Science in Business Administration in Management Information Systems Wayne State University December 2012    Skills Active Directory, System Admin, System Administrator, systems engineer (5 years), VMware, SCCM Certifications/Licenses A valid IT Specialist certification

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