

System Administrator System Administrator System Administrator Swansea, IL INFORMATION TECHNOLOGY PROFESSIONAL HANDS-ON & ADAPTABLE APPROACH TO IMPLEMENTING NEW PROCEDURES TO STRENGTHEN SECURITY POSTURE, ENHANCE OPERATIONAL EFFICIENCIES, & CONTROL COSTS Authorized to work in the US for any employer Work Experience System Administrator IBM - St. Louis, MO 2019 to Present Serve on projects team focused on providing virtual services to clients on hardware and software component upgrades for GTS Delivery and Integrated Operations division and FNMA UNIX RFS. Install software, manage networks and connectivity, and perform day-to-day maintenance of software systems. Create change tickets and deploy UNIX migrations from SLES 11 to SLES 12 within required timeframes. Maintain responsibility for maintenance and functionality of operating systems and platform support, performance management, and security compliance. Provided support for systems management tools and monitored operational status of the environment, remediating issues, and avoiding operational downtime. Achieved 160% year-over-year lead growth through strategic content marketing initiatives and consistently meeting business goals, including meeting client satisfaction, productivity, and financial. Attended client meetings and collaborated with Fannie Mae Unix support team to resolve issues and streamline processes for server upgrades, eliminating inefficiencies, and saving 18% in departmental costs. Systems Services Representative IBM - St. Louis, MO 2000 to 2018 Global Technology Services (GTS) - Project Services Delivery Performed on-site installation, maintenance, and repair of IBM and multi-vendor computer systems components including hardware, software, network issues operating systems in high-availability product environments. Served as primary technical interface to customers for coordination of hardware and software support delivery of operational services as required by the customer. Advised customers on preventative maintenance, configuration, operation, and environmental factors, avoiding product performance issues impacting customer IT operations. Performed system assurance, installation planning and account management for various large accounts, including AT&T, MasterCard, Anthem / Blue Cross Blue Shield, US Bank, Regions Financial Bank, and Federal Reserve Bank, providing support through relocations and transitions, ensuring system functionality, and therefore

avoiding downtime. Combined interpersonal adaptability and prompt service delivery, technical support, and operational services, receiving high customer satisfaction score, consistently.

Reduced overtime through completing tasks within business hours whenever possible by scheduling maintenance and repair during normal business hours when possible, and thereby eliminating overtime cost for call outs for off shift coverage. Expanded revenue streams by submitting leads for customer equipment without maintenance contracts with IBM.

Education Associate of Applied Science (AAS) in Avionics Electronics Southwestern Illinois College - Belleville, IL

Skills Satisfaction, Account management, Hardware repair, Linux, System Admin, Vmware, System Administrator

Links <http://www.linkedin.com/in/WolfDouglasJ>

Certifications/Licenses Cisco Certified Network Associate (CCNA) May 2014 to October 2018 I was promoted to System Administrator in 2018 and IBM no longer required CCNA certification for my current job role as system administrator.

Assessments

Supervisory Skills: Directing Others Expert July 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/1szropkrpa87hlh7](https://share.indeedassessments.com/share_assignment/1szropkrpa87hlh7) Project

Management Skills: Time Management Proficient July 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: [https://share.indeedassessments.com/share\\_assignment/pyhzrzyhf4q1kbgd](https://share.indeedassessments.com/share_assignment/pyhzrzyhf4q1kbgd) Technical Support

Proficient July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/coexenpckqohucbq](https://share.indeedassessments.com/share_assignment/coexenpckqohucbq)

Basic Computer Skills: PC Proficient July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: [https://share.indeedassessments.com/share\\_assignment/myfgwse38isghwu5](https://share.indeedassessments.com/share_assignment/myfgwse38isghwu5)

Project Management Skills: Budgeting Highly Proficient August 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: [https://share.indeedassessments.com/share\\_assignment/yzwmtvouaztilmhl](https://share.indeedassessments.com/share_assignment/yzwmtvouaztilmhl)

Supervisory Skills: Interpersonal Skills Familiar July 2019 Measures a candidate's ability to maintain productive team

working relationships by identifying conflict and settling disputes. Full results: [https://share.indeedassessments.com/share\\_assignment/uwphabdwajqou52](https://share.indeedassessments.com/share_assignment/uwphabdwajqou52) Problem Solving Expert August 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: [https://share.indeedassessments.com/share\\_assignment/0uy71q8owvol7qp4](https://share.indeedassessments.com/share_assignment/0uy71q8owvol7qp4) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Core Competencies: ? System Assurance ? Installation Planning ? Account Management ? Hardware Repair ? Customer Satisfaction & Retention ? Effective Communication

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