Workstation Systems Administrator Workstation Systems Administrator Workstation Systems Administrator San Diego, CA   Proven skills in troubleshooting, repair, and installation of hardware, software, electrical components, machine parts, and RF equipment   Excellent ability to resolve technical issues efficiently to exceed customer expectations.   Self-motivated hardworking team player with a focus on achieving department goals. Work Experience Workstation Systems Administrator Kroswise November 2016 to August 2019 Contractor Lead - Acting as the Lead Contractor & Subject Matter Expert within the Field Services Office. Systems Administrator for 800+ workstations and 100+ network printers. Work with the Desktop Management Group to maintain information security on the RDT&E Domain for 800+ systems. Executed vulnerabilities scan, mitigated/fixed findings of high, critical and/or medium vulnerabilities on Desktop Managed Systems. Resolved complex Host Based Security Systems (HBSS) issues. Deployed, imaged and joined client PC's to the Domain. Responsible for Updating Operating Systems, Security and installed Third-Party applications. Resolved Remedy Service Tickets generated by SPAWAR Help Desk/Service Desk maintaining a trouble ticket queue. Made outgoing calls/email and on-site follow up to ensure the client request is being handled and resolved professionally. Configured and troubleshot network connectivity on Client machines and network Printers. Participated in SSC PAC Data Calls with RDT&E Network Management and the IRM Team. Inventoried and removal of unapproved software applications. Worked in conjunction with SPAWAR Service Desk, Network Security and Active Directory teams to resolve computer issues. Configured network printers and computers to compliant with DOD security technical implementation guides (STIGs). Workstation Technician Calnet October 2015 to November 2016   Systems Administrator for 900+ workstations and 100+ network printers. Work with the Desktop Management Group to maintain information security on the RDT&E Domain for 900+ systems. Executed vulnerabilities scan, mitigated/fixed findings of high, critical and/or medium vulnerabilities on Desktop Managed Systems. Resolved complex Host Based Security Systems (HBSS) issues. Deployed, imaged and joined client PC's to the Domain. Responsible for Updating Operating Systems, Security and installed Third-Party applications. Resolved Remedy Service Tickets generated by SPAWAR Help Desk/Service Desk

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Documentation, Forensics Additional Information SKILLS: & Linux　Microsoft Office, 2003, 2007, 2010, 2013 & 2016.　Active Directory & Group Policies　LAN/WAN Protocols & Configuration TCP/IP, DNS, DHCP, VPNs, VOIP　Network Security & Firewalls　Intrusion Detection and Hacker Prevention; System Forensics Investigation & Documentation　BEST and NGW Satellite Communications

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