

Systems Administrator Systems Administrator Systems Administrator - SPH Analytics Braselton, GA
Work Experience Systems Administrator SPH Analytics - Duluth, GA August 2018 to Present
Configure and manage hosts servers from various vendors such as Cisco, and Dell ? Configure and
manage various server management services including iDrac and CIMC ? Create, configure, and
manage Windows Server 2012 R2 and Windows 2016 servers ? Create, manage, and automate
PowerShell scripts to execute daily admin tasks where applicable ? Create and deployed group
policies to server, computer, and user accounts ? Manage Hybrid Office 365 environment with
On-prem AD ? Manage SharePoint sites and site collections as SharePoint Online administrator ?
Setup, manage and monitor backups using Backup Exec 16 ? Configure, deploy, and manage UPS
units including APC and Tripp Lite ? Manage various Meeting environments including Cisco WebEx
and GoToMeeting ? Assist in managing and troubleshooting computer and phone issues in Call
Center environment ? Manage and deploy McAfee encryption software and Fortinet AV/VPN
software ? Provide Desktop support for staff and call center computer equipment ? Use of Zendesk
ticketing system to manage user requests System Administrator III OnePath LLC - Chamblee, GA
December 2015 to August 2018 Manage Windows Server 2003-2012 R2 and Windows XP through
10, including software and hardware ? Provide support for Windows on-prem Active Directory and
hybrid environment ? Provide support for Mac computers, servers, and applications ? Provide
support for virtual environments including VMware, Hyper-V, and Citrix ? Managed Exchange 365
and 2007 - 2016 environments ? Provide support for printers, and vendor-provided applications ?
Provide minor support for database issues including SQL Server 2008-2014 ? Daily exposure
working in SolarWinds N-able portal for asset monitoring and management, including patch
management ? Use of Atlas and Cherwell ticketing system to prioritize tickets and projects ? Assist
system admin with managing Cisco infrastructure (3850 switch stack, Catalyst 2960, ASA 5515,
2900 series routers, 7942 IP phones, Cisco CUCM & Unity) ? Configured ports for individual use
i.e. assigning vlans for voice or data usage, port security, shutdown/no shutdown, etc. ? Managing
Cisco Meraki wireless infrastructure ? Manage Backup solutions such as Symantec Backup Exec,
Cloud Backups, Revive Backup using StorageCraft Shadow Protect, Windows Server Backup ?

Provide support for multi-access environments including File servers, Terminal servers ? Perform Active Directory tasks including, creating & managing users and security/distribution groups ? Create and managed emails accounts in the Exchange infrastructures listed above ? Perform monthly quality checks on servers to identify any issues or recommended updates ? Supported SonicWALL, Fortinet, and Cisco Router/firewall management Software Test Engineer - In-client Comcast Cognizant Technology Solutions - Philadelphia, PA August 2010 to December 2015 Experience creating and running automated test batches using HP QTP tool ? Created and maintained all QA testing data used for testing code enhancement and fixes for Comcast website which greatly improved test execution efficiency ? Worked in the Agile and Waterfall SDLCs ? Experience creating and maintaining User Stories using Rally tool ? Experience using Application Lifecycle Management (HP Quality Center v11) when creating and executing test cases ? Collaborated with offshore team to coordinate execution including nightly sync up calls ? Created and executed test scripts with the focus on validating acceptance criteria provided by the Business Information System Analyst II Central Piedmont Community College - Charlotte, NC November 2009 to August 2010 Provided technical support to over 100 users in multiple locations involving installing, programming, imaging, troubleshooting, and maintaining user's hardware and software ? Assisted in campus-wide video broadcasting through real player and a v-brick device ? Assisted in maintaining laboratory equipment; performing multimedia maintenance, cleaning and storage of equipment when not in use, monitoring condition, and providing necessary repairs. ? Monitored laboratory/on-line activities; enforced rules and regulations and a safe environment ? Oversaw and supervised part time daily operations ? Collected, validated, and assembled part time resource timesheets monthly ? Creation of weekly and monthly reports for management applying agent tweaks Best Buy - Charlotte, NC October 2008 to July 2010 Charlotte, NC October 2008- July 2010 Geek Squad ? Removed viruses, Trojans, adware, spyware, and worms with a program called MRI ? Improved PC performance up to 33% faster by deleting temporary files, unwanted startup items and trial versions, as well as, applying agent tweaks for greater performance ? Experience with troubleshooting Mac OS X and above ? Recommended memory, hard drive, or PC upgrades based

on need ? Ability to multi-task with more than two computers at a time while checking in new customers ? Received a wage increase and management recognition within the first three weeks of employment Education Bachelor of Science in Computer Engineering in Computer Engineering Johnson C. Smith University - Charlotte, NC June 2010 Skills Active directory, Cisco, Dell certified, Dhcp, Vmware, Dns, Exchange, Remedy, Qtp, Jira, Rally, Symantec, Pc anywhere, Symantec pc anywhere, Deployment, Altiris, Ms office, Track-it, Windows server 2008, Windows xp, System Administrator, System Admin

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