Systems Administrator Systems Administrator Systems Administrator - Advocate Health Care Glenview, IL Dedicated, driven, analytical, purposeful and team oriented professional looking to expand my career expertise while applying both success as a problem solver and also as a solutions driver for IT services in Medical or Manufacturing and Pharmaceutical enterprises. Authorized to work in the US for any employer Work Experience Systems Administrator Advocate Health Care - Downers Grove, IL January 2015 to Present   Support 1000+ computers for a regional section of Advocate Medical Group.   Setup, customize and implement systems for clinical and administrative staff.   Prioritize and minimize by 40% daily tickets for incidents/requests of service thru customer/technical relationships.   Maximize usability of systems thru training, revision and upgrades to nodes and sites to properly support patient care and administrative duties.   Setup, maintain and support printers, label makers, phones, iOS devices and medical equipment to adhere to medical PHI and HIPPA standards.   Review technical documentation to implement third party vendor software to support patients for various integrated systems for medical EMR and historical data.   Troubleshoot and investigate different corporate software used for the clinical duties and maintenance of documentation for review post-install.   Provide technical support level 3 and work with several technologies to assist other departments for implementations or resolutions to vital clinical staff technological needs. Systems Engineer KSys Group Inc - Skokie, IL November 2013 to April 2014   Analyzed systems layout and structure for better solutions in terms of hardware/software and processes' stability, as well as, LAN/WAN devices and infrastructure throughput.   Strategized projects for IT audits and services implementation involving DC server migrations, member servers' uptime and BMS system for data center.   Installed and monitored Hyper-V server tools and management of VM Hosts, primarily Windows 2008 and 2012 server OS's.   Supported clients with Windows XP, Windows 7 and testing migration to Windows 8 systems.   Assisted with Tier 2 or special case resolution with Technical Support tickets.   Consulted on Mobile devices to support manufacturing environments and logistics. IT Consultant NCSBN - Chicago, IL October 2013 to November 2013   Assisted with daily Helpdesk administration duties and ticketing system and reduced ticket queue by 85% from previous standards.   Provided full desktop support for clients

with Windows XP, migrations to 7 and Windows 8 tablets. Consulted with end users on their applications, systems and deployment experience for future deployments with Windows 8 platform and peripheral integration. Deployed new equipment to clients and update inventories/stock. Client Services Analyst, Sr Actavis - Gurnee, IL July 2010 to September 2013 Provided Tier 2 level technical support ranging from OS to Network environment issues. Analyzed and managed local DNS, DHCP, and A/D schema tree for the local supported environments reducing overhead from systems engineering groups. Managed all tickets incoming for site issues and other sites as needed. Supported distribution nodes and office computers/laptops with Windows XP and migration including post support for Windows 7 and Office applications. Tested setup and maintained OS images, apps and compatible third party software applications for various functions. Fully supported Windows Mobile devices for warehouse distribution systems. Worked with various teams to strategize and manage various projects supporting the distribution warehouse environment processes such as SAP workflow, printing, etc. Distributed and maintained new iOS devices and Blackberry devices for regional users. Setup, tested, monitored and maintained network infrastructure, telephony switching equipment and VOIP systems as needed. Planned and maintained Cisco networking equipment through the IOS environment, as well as, troubleshoot network issues from the WAN side to the LAN side as needed reducing downtime by 40%. Administered backup tape processes, storage and management. Analyzed, tested, setup and maintained various Zebra/Symbol technologies peripherals and integration with enterprise systems such as SAP and UNIX. Network Administrator Netronix Corporation - South Barrington, IL July 2006 to December 2009 Supported Windows 2000/2003 Domain servers, web servers, production servers and member servers. Provided technical support for office and clients ranging from software to hardware through phone or visits. Setup Web encryption procedures for websites to prevent intrusions while complying with PCI requirements from different web merchants and encryption merchants. Increased systems usability onsite by setting up new and consulting for upcoming equipment for proper networking requirements reducing install downtime by 30%. Setup, tested and maintained networks for registrations at conferences and tradeshow.

Analyzed/recommended and implemented a Raritan upgrade monitoring system for all 22 servers and services running to keep the uptime to the 3 9's.   Increased IT future department training and functionality by documenting all procedures regarding onsite servers and setups, as well as, office environments and server environment structure. IT Technician Blachford, Inc - Chicago, IL October 2005 to July 2006   Decreased peripheral and equipment roll-out time by 65% for factory and office personnel.   Setup and maintained network servers (Gateway/Dell), maintain routers/switches (3Com/CISCO) and networking/telephony systems (Nortel Networks) to decrease errors, malfunctioning and cut costs for new equipment.   Coordinated and was responsible for weekly back-up data tapes storage.   Minimized and controlled IT old and new inventory by using an in-house system and decrease outdated and back-up equipment by 85%.   Consulted IT personnel for system usability and future upgrades/updates to smooth out processes in manufacturing modules and engineering with new software improvements.   Worked with suppliers of IT equipment to replace or add equipment to ease IT department overhead costs and future upgrades. Education Bachelor of Science in Computer Information Systems DeVry University - Addison, IL February 2006 Skills IOS (6 years), WINDOWS XP (3 years), MOBILE DEVICES (3 years), WINDOWS 7 (3 years), EMR (3 years), System Administrator, Active Directory, Vmware, System Admin, Cisco Additional Information Technologies: MS Exchange Server 2007, MS Windows Server 2000/2003/2008/2012, MS Windows XP, Windows 7, Windows 8, Windows 10, MS Windows Mobile 5/6, MS Windows CE, Apple iOS.   Applications: Altiris DS, MS IIS 5/6, MS Active Directory/DHCP/DNS, MS Hyper-V Manager, MS SQL Server, MS Terminal Services, MS Remote Desktop Connection, Service-Now Ticket System, TelnetCE Client   Software: Acronis Backup Software, Clinicare-Cerner EMR, Citrix software/s, Dell Data Protection Encryption, Diabetes management software, Landesk management, MS Office 2000-2013, MS SharePoint, McAfee Enterprise A/V, Nuance Dictation Software, Symantec Ghost, Symantec Endpoint A/V.   Hardware: Apple mobile devices, Business PC/Laptops, network switches, business Printers, Enterprise Servers, MDF-IDF equipment, Symbol Technologies, Zebra Equipment.   Other: Read, write and speak fluent Spanish.

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