

Systems Administrator Systems Administrator Systems Administrator - Huntington Ingalls Industries
Work Experience Systems Administrator Huntington Ingalls Industries November 2017 to Present
Responsible for Property Asset Forms ? Responsible for Administrating to Windows Servers ?
Responsible for Tier 3 Troubleshooting of VMs, Computers, Ipads, Iphones, Deskphones, Servers,
Monitors, Macs ? Create & Deploy Windows 10 Image utilizing Symantec Ghost ? Update and
Maintain all Loaner devices ? Create Knowledge Base Articles ? Reset password, Install software,
edit server, for Lotus Notes 9 and Sametime 9 ? Troubleshoot conference room equipment (i.e
Surface Hub, Cisco phones, Desktop) ? Run Security Scans on Servers ? Rotational Oncall ?
Software: Horzion VMware Client, Bomgar, HEAT ticketing system, Active Directory, Symantec,
Jfinsys, Andeavor Contract Apex Systems June 2017 to November 2017 Desktop Migrations
Support ? Attending team meetings, remaining on schedule and reporting their status ?
Independent application installation in Windows 10 Environment ? Independent application testing
for Windows 10 compatibility ? Suggest remediation plan for non-compatible apps ? Workstation
build (standardized Windows 10 image) ? Workstation delivery to users ? Professional customer
service and initial problem resolution ? Provide just in time training for customers on Windows 10
-Office 365 Rackspace Managed Hosting March 2013 - January 2017 Service Desk Technician II
April 2014 to January 2017 Troubleshoot, repair, and end-user training for hardware, software,
networking, and other systems for Windows XP-10 & Mac OSX 10.8.5-10.12.2 ? Performs software
installations, upgrades, data backups, imaging ? Possesses subject matter expert skills in Avaya
Site Admin & CMS Supervisor ? Familiar with Github, Zendesk, Jira, SCCM, Edirectory(IDM), AD,
Sametime, Skype, Skype For Business, SLACK, IRC ? Strong time-management skills ? Utilizes
chat, phone, and email to troubleshoot ? Attention to detail with prioritizing tasks and issues ?
Creates Knowledge Base articles for new processes ? Works projects requiring creativity and
technical experience ? OSX Mobile and Android device troubleshooting ? Troubleshoot VPN radius
profiles for RSA 2 Factor Authentication ? Deploy Hardware such as laptops, dockingstations,
monitors, keyboards, mice to set up desks Service Desk Analyst I Novell March 2013 to April 2014
Responsible for basic troubleshooting, repairs, and end user training for hardware, software,

networking ? Responds to requests and updates tickets regarding customer requests and incidents in Service Now. ? Escalates issues to appropriate technical resources to ensure resolution of more complex issues. ? Prioritizes tasks and communicates significant issues appropriately ? Creates and Terminates User accounts in Active Directory & Edirectory (Novell) and provisions access to systems. ? Assist with password unlocks, resets, and provisioning RSA 2 Factor Authentications Education Arrow University - Bloomington, TX 2014 Certificate Rackspace University - San Antonio, TX 2013 Engineering-Sophomore Rackspace University - San Antonio, TX 2013 Northeast Lakeview College - San Antonio, TX University of Texas - San Antonio, TX Skills Active Directory, System Administrator, Vmware, System Admin Additional Information ? Service Now Ticketing System/HEAT Ticketing System ? Microsoft Exchange (EAC) ? VPN Cisco AnyConnect troubleshooting ? Rotational On call ? Knowledge of SCCM/MSTSC/MDT ? LogMeIn & Bomgar Remote Tools ? Active Directory Users/Groups ? Mobile Office Apps (IOS, Android)

Name: Misty Davis

Email: kathryn37@example.com

Phone: (948)487-5616x5992