

Systems Administrator Systems Administrator IT Specialist/Support/Security, Linux/Networking/Systems/Windows Administrator, Hardware/Software Engineer, DBA Saint Paul, MN As an IT Specialist who thrives on challenges. Technically inclined to learn new or unfamiliar technologies and become proficient with them. Multilayered and self-motivated professional equipped with extensive hands on experience. Expertise in troubleshooting, installing, configuring, maintaining hardware and software. Multitask and maintained a strong work ethic within a fast paced and highly stressed situations with emerging multiple responsibilities. Well defined in systems and other IT related problems. Ensured top quality, speedy and friendly customer service to all. Authorized to work in the US for any employer Work Experience Systems Administrator FLS Connect - Saint Paul, MN August 2015 to Present *Added, build and configured Windows Servers as DHCP, DNS, AD, GPO and WSUS as necessary for the local DCs. *Added desktop computers and laptops to local domains. *Analyzed and enhance the network security through routers, switches, access points, firewalls and VPN connections. *Assisted as needed in the day-to-day maintenance of supported systems. *Build and automated images of Windows 7 and 10 installation on desktop computers and laptops throughout FLS Connect. *Created Windows 7 and 10 bootable USB flash drives for workstations. *Configured and installed phone systems. *Deployed Kaspersky Endpoint Security and the Network Agent to workstations within the organizations. *Encrypted internal data through software protection. *Evaluated logs to ensure the data are in compliance with HIPAA. *Installed, updated, and maintained support systems within the organizations IT infrastructure as necessary. *Managed, created users and computers through ADs, OUs and GPOs. *Monitored, secured, identified and approved patches through Desktop Central. *Performed system maintenance in accordance with established schedules and best practices. *Performed security audits, reported findings and take corrective action as necessary. *Performed and repaired ongoing performance tuning on hardware and software. *Provided tier I, II, III support by emails, chats, phones, on site and remote connectivity (LogMeIn, RDP, ShowMyPC, TeamViewer). *Stored software on FTP servers for client s installations. *Supported workstations and Windows Servers 2008/2012/2016 infrastructure. Desktop Support Technician Modis - Minneapolis, MN January 2015 to February

2015 *Created documentation as needed to cross-train peers on new or modified solutions.

*Installed new and re-purposed hardware. *Installed software on desktop computers, laptops and mobile devices. *Solved and troubleshoot problems related to desktop computers, laptops and mobile devices.

*Trained users in the proper use of hardware as necessary. *Upgraded and deployed Window 7 to all workstations throughout Fairview Hospital. Systems Administrator

Masterson Staffing Solutions - Minneapolis, MN March 2014 to September 2014 *Created and

tested batch scripts for external agencies onto their laptops after migration. *Documented issues and solutions in JIRA as a web-based. *Installed, configured, and tested law enforcement

technology group record management systems onto mobile data computers. *Provided technical support to officers and employees within Hennepin County Sheriff s Department. *Solved and

troubleshoot problems related to air cards, Bluetooth, drive screen, IBIS, mobile printers, and net motion. *Used a USB flash drive to boot to SCCM to format the Panasonic Toughbook to install

Windows 7. Education MS in Information Systems Management Keller University Graduate School of Management - Atlanta, GA 2009 to 2010 BS in Computer Information Systems DeVry University -

Atlanta, GA 2006 to 2009 Skills Workstations - Desktops and Laptops (5 years), Servers (5 years), Hardware (5 years), Software Development (5 years), System Administration (5 years), Desktop

Support (5 years), Linux (5 years), Mac OS X (5 years), Windows XP, 7, 8, 8.1, and 10 (5 years), Security (5 years), Networking (5 years), Programming (5 years), Databases (5 years), System

Admin (5 years), System Administrator (5 years), Active Directory (5 years), Vmware (5 years) Links <http://www.linkedin.com/in/chefang> Additional Information TECHNICAL QUALIFICATIONS

*Database: Client Track, MS Access, MS SQL, Oracle, Raiser s Edge *Hardware: Acer, Asus, Cisco, Dell, Hewlett Packard, Lenovo, Net Gear, Panasonic Toughbook *Networking: AD, DC,

DHCP, DNS, FTP, GPO, LAN/WAN, Proxy, RDP, Security, TCP/IP, WSUS *Operating Systems: Apple Mac OS X, Linux Centos/Ubuntu, Windows XP/Vista/7/8/10, Windows Servers

2008/2012/2016 *Programming: Batch, HTML, PowerShell, Python, Scripting, XHTML, XML

*Software: Adobe LC Designer, Desktop Central, Hyena, Jira, Kaspersky, LETG RMS, MyTelepath, SCCM, VMware, Trend Micro

Name: Anna Sullivan

Email: vincentwright@example.org

Phone: 785.521.4403x2556