

Network Administrator & Helpdesk Administrator Network Administrator & Helpdesk Administrator
Network Administrator & Helpdesk Administrator - Middle East Broadcasting Network Alexandria,
VA Work Experience Network Administrator & Helpdesk Administrator Middle East Broadcasting
Network - Springfield, VA June 2016 to Present Spearheaded IT initiatives for group with a mission
to provide objective, accurate, and relevant news and information to the people of the Middle East
about the region, the world, and the United States. Responsible for installing, configuring,
troubleshooting software/hardware and Cisco routers, switches and access-point for company.
Monitored and upgraded network server, POS systems, workstations, and peripheral devices when
necessary, Managed IT asset inventory and all software licenses while acting as main contact for
daily technical assistance. Provided complex support while utilizing a ticket management system.
Assisted users in a Windows environment and developed training materials for staff to follow.
Information Technology Specialist January 2013 to March 2015 Global integrated security: Assist IT
department in fulfilling company goal of supporting US military. Directed IT asset inventory and
performed regular data backups. Monitored and administrated computer networks and environments
that contained hardware, systems software, applications software, and all configurations. Adept at
diagnosing and resolving hardware/software issues as well as other system problems. Maintained
system licenses and assisted with developing training documents. Systems Administrator TMG
August 2011 to April 2013 threat management Gateway) installation and Configuration ISA
installation and Configuration Blade Server installation and Configuration Window Server 2008)
installation and Configuration Window Server 2008 Domain Deployment Windows server 2008
(File, Application and database servers installation and Configuration) MBSA security
implementation and block unused port DNS installation and configuration DHCP configuration
Data Center Design WSUS installation and configuration Application server installation Backup
Drive installation in Linux and Microsoft operation system Symantec Backup installation and
configuration Symantec end point protection installation and configuration Outlook Configurations
&Problems solutions Updating Operating Systems & Packages Antivirus Updating Installations(
Ghost Installation Attending Installation) IP Distribution Applying Policy Education Learning Tree

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