Systems Administrator Systems Administrator Systems Administrator - Indrasoft Columbia, SC Work Experience Systems Administrator Indrasoft June 2019 to Present   Administrate networks, applications, and databases, for UNIX, Solaris, and PC based systems   Implementing containers and zones   Solaris Cluster Installion   Additional experience available upon request Help Desk Technician Jacobs May 2018 to September 2018   Re-imaged workstations with PXE process   Managed user accounts with Active Directory and Microsoft Exchange   Assisted Mobility Support for iPhone Users   Administered and updated phone directory using Cisco Call Manager   Provided swift user support via Skype Chat and over the phone Systems Administrator General Dynamics October 2016 to May 2018   Re-imaged workstations with PXE process   Migrated users from one domain to another and life cycled workstations   Managed user accounts with Active Directory and Microsoft Exchange   Resolved Remedy Tickets remotely using Dame Ware and provided desktop support AKO Services Support Rep Unisys April 2016 to October 2016   Provide first-line of telephone tech support of military hardware, systems, and applications for end users.   Answer questions about installation, operation, configuration, customization, and usage of: Outlook, Internet Explorer, and Army Knowledge Online   Use Remedy ticketing systems to log, audit and respond to user issues Technical Support Verizon Wireless May 2014 to September 2015   Diagnosed and resolved cellular technical issues with 3G, 4G and basic devices while providing excellent customer service   Demonstrated ability to effectively use available resources to resolve technical problems in a timely manner   Developed intermediate proficiency in several computer and mobile operating systems: Android, iOS, Windows, Macintosh Communications Specialist US ARMY SIGNAL CORPS - Fort Benning, GA April 2010 to November 2013 Security   Configured, operated and maintained network encryption devices   Administered COMSEC to secure network services: TACLANE KG 175D & 250, SecNet 54   Prescreened and scanned outside media to be integrated on Secret and Top Secret networks   Reinforced OPSEC policies and practices in accordance with Army Regulation 530-1   Signal Support Systems   Deployed and operated communications equipment: SATCOM: Ku- Band, X- Band, C- Band, LOS, VHF/UHF, ISR, Pacwind, Vortex, Rover6, FISA, F-IVE, Joint Medium Earth Terminal, AN/PRC 117G   Implemented and tested field satellite

ground terminals and similarly complex systems   Installed, maintained and troubleshot uplink/downlink gateway earth stations using ViewSat, iSite, iMonitor, Hyperterminal   Display working knowledge of satellite signal flow and satellite components   Information Technology Exercised competency in utilizing technologies such as Cisco Routers and Switches, WAN/LAN, TCP/IP, DHCP, DNS, Active Directory, Group Policy, Windows Server operating systems, Video Teleconferencing systems, VOIP, E-mail and messaging systems   Executed LAN Administrator duties: creating user accounts, unlocking accounts, resetting passwords, associating users, installing network software, installing hardware and cabling, reimaging computers on all Regiment networks: Focal Point, SIPR, NIPR   Displayed effective familiarity with the ArcLight network through supporting several mission critical in-flight training assignments Education Growing Resources for Information Technology Midlands Technical College October 2015 to April 2016 BS degree in History Francis Marion University - Florence, SC August 2005 to December 2009

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