

Systems Administrator Systems Administrator Systems Administrator - Atalian Global Services\Temco Services Inc Bronx, NY Work Experience Systems Administrator Atalian Global Services\Temco Services Inc - New York, NY 2006 to Present Managing all Helpdesk issues throughout the company. Administrating the company Network and Server base systems such as Routers, Switches, VMware Servers, Checkpoint VPN Firewall, MS Domain Controllers. Manage Microsoft Share point sites. Administrating Active Directory domain. Managing Microsoft Admin site for Office 365 E-mail and Applications services. Asset management of all company computer equipment. Managing Avaya PBX phone system and Avaya Audix voicemail system. Manage installations of all ISP's for company business locations. Create default system build images for system deployment company wide. Responsible for the security of all Company data. Maintain and support of all Copy/Printers Logging and Managing all company software licenses and Hardware Warranties. Administrating Messaging for mobile devices. Managing Barracuda Cloud Base Backups. Manage Novatime Time and Attendant's employee system. Input requisitions into JD Edwards for IT orders Managing maintenance of over 100 remote users throughout North America. Desktop Administrator Insight Communications Headquarters - New York, NY 2000 to 2006 Logging trouble tickets using remedy action request system. Manage domain user accounts and e-mail accounts on MS Exchange. Installed, supported and set up of RIM handheld blackberry devices. Helping end users with their application issues. Setting up of new user's desktops and laptops. Troubleshooting various support calls issues for just over 3000 user's Creating default systems and build ghost images for desktop deployment. Deploy software using MSI packages. Installation of ADP Payroll software, Lawson Finance software, Cobra benefits software and upgrading hardware, software and peripherals on desktops. Configure Desktops and laptops for remote access using VPN access and remote desktop capabilities. Removal of all viruses, Spy-ware and Ad-ware to all of the production desktops. Administrating MS Exchange server, BES Servers, File Server, Windows NT Domain, Active Directory and Ghost image server Creating Daily backup/restore schemes for company data Performing Server Maintenance, Managing PBX phone system and voicemail system Setting up test lab environment for evaluation

of new industry products. PC Support Specialist National Urban League - New York, NY 1998 to 2000 Installation of Blackbaud Raisers edge fund raising tracking database system, Kintera Fundware finance asset tracking software system Administered, designed, implemented and maintained internal computer systems Responsible for Terminal Server, NT Server & Exchange 5.0/5.5 Responsible for the Administration, installation, upgrading, and backup/restore using ARC ServeIT Server solution as well as telecommunications administration for the LAN, WAN, RAS dial in Responsible for Capacity planning, hardware & software optimizing performance and productivity of the network infrastructure as well as Security administration Experience as lead technician in the operation of a Windows 95/98/ NT & 2000 environment Testing new products in test lab environment for product assessment report Training of new staff members, logging trouble tickets using track-it, planning and organizing implementing new policies and technologies to everyday operations. Education Learning Tree Training Center - New York, NY April 2009 Customer Service Institute - New York, NY June 2000 Diploma Computer Technician Training Program - New York, NY May 1998 Skills Active Directory, VMware, System Administrator, System Admin

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