

System Administrator System Administrator Orlando, FL Work Experience System Administrator  
Florida Municipal Power Agency January 2017 to Present Manage Office365 Admin Center for  
mailbox and mailbox migration from On- Premise Exchange 2013 to Exchange Online Manage  
On-Premise Exchange 2013 mailboxes, utilize Database Availability Groups (DAG) for mailbox  
replication and failover. Create new users' mailboxes. Create and manage new/existing distribution  
group for Global Address book and Internet Address book Implement nightly backups of  
databases, file shares, and virtual machines with Unitrends backup appliance Utilize vCenter and  
vSphere to manage virtual machines that run the Database, File Share, and Application servers.  
Create new server/VM and allocate storage to it Utilize Site Recovery Manager (SRM) to perform  
failover between headquarter hosts and disaster recovery site hosts via vCenter Maintain Dell  
EMC Unity Storage and ensure that data replications between Headquarter and Disaster Recovery  
site are functioning without issues. Also, maintain Promise iSCSI Storage for usage with  
non-critical servers. Create new storage LUNs in both Unity and Promise appliances so they can  
be assigned to new servers/VMs Create new users and manage file access for Microsoft  
Dynamics SL and Integrity (accounting/financial software) Create and manage users with Active  
Directory Manage user security File Share access Create, manage, and deploy Group Policies  
Collaborate with vendor support on issues related to hardware and software that impact the hosts  
and/or servers Take care of escalated tickets Network Technician Florida Municipal Power Agency  
August 2012 to 2017 Resolve computer issues that come about due to malwares, faulty  
components, and user errors Prepare computers for deployment with required software Assist  
users with Microsoft Outlook problems and train them how to better utilize the application  
Prepare CDs for distribution to members of FMPA with information of upcoming meetings  
Prepare audio, video, and Webex for Board of Directors and Executive Committee meetings  
Create videos with Camtasia from recording of meetings and post them for staff to watch Unlock  
user's account, reset user's password, limit user's logon hours, and update user's account  
Information Utilize Spiceworks ticketing system to scan the network, update vendor's information,  
and to update support tickets Respond to support tickets put in by staff. I am the main point of

contact for staff if he/she has an Issue    Update software on all company's computers by using HeatSecurity Management Suite    Backup and deploy images with the use of Altiris imaging software    Assist staff remotely with the use of Logmein, Teamviewer, and UltraVNC Computer Technician Price Management - Orlando, FL August 2000 to August 2012    Troubleshoot and repair computer problems such as printing, software installation, and component replacement    In charge of ordering and installing new computer equipments and components    Responsible for the implementation and upkeep of work order application that keeps track of all work done by Maintenance    Photo ID Technician    Create and manipulate ID card layouts for employees and residents that suit the needs of Price Management    Create photographic identification cards for purposes of access to approximately 15,000 people annually    Order supply materials for all the photo ID machines and keep inventory of all supplies used    Troubleshoot and repair any machine (computers, ID printers, cameras) that malfunctions    Maintain network connectivity for all the photo ID stations across four properties    Quality Control Apartment Inspector    Created an Inspection/Pest Control database to keep track of the results of the apartment inspection and pest treatment    Inspect apartment units at four properties to make sure that all appliances, furniture, and overall structure of each unit is up to expectations of the new resident    Communicate with the resident about what is expected of him/her with a clear and professional manner in order to maintain high standards during the apartment inspection    Perform tasks with five other Inspectors in a manner that we compliment each other's skills and strength    Oversee work done by contractors and cleaning vendors to make sure that they are up to standards Education Master of Science in Digital Forensics University of Central Florida - Orlando, FL December 2017 Bachelor of Science in Information Technology University of Central Florida - Orlando, FL December 2004 Bachelor of Arts in History University of Florida - Gainesville, FL December 1998 Skills ACTIVE DIRECTORY, CISCO, EXCHANGE, VMWARE, DEPLOYMENT, ALTIRIS, EXCEL, MICROSOFT OFFICE, OUTLOOK, POWERPOINT, WORD, WINDOWS 7, CUSTOMER SERVICE, EMC, System Administrator, System Admin

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