

Information Technology Administrator Information Technology Administrator Information Technology Administrator - Orion Instruments Baton Rouge, LA Email: jdaig2000@yahoo.com Phone: 225-235-5483 Work Experience Information Technology Administrator Orion Instruments November 2015 to Present Daily Implementation, operation, and troubleshooting PC, printers, electronic devices, hardware and software Setting up users/new hires with credentials access to network, Active Directory Accounts, Exchange accounts Troubleshooting and setup of IP telephones Maintaining on site network and company specific applications Responsible for ordering and installation of all IT related equipment Maintained data integrity of company Created documentation of IT assets and IT budget Maintained and performed IT audits Used Microsoft Sharepoint to create documentation and reference documents for users Conducted employee training for ticket system and Microsoft Office applications Operated VSphere on a daily basis to troubleshoot network servers Setup all conference rooms with current systems to perform fast and efficient conference calls/web calls IT security hardening as well as monitoring of wireless networks Using Kaspersky Administrative Server to push out application updates IT analyst II Addison Group October 2014 to Present Sharepoint administration. Designed sharepoint pages, edited and created links for employees to sync outlook calendar to Sharepoint. Daily troubleshooting and maintenance of Office 2013 and office 365 Maintained areas of network rooms Repair, installation of all IT equipment Troubleshooting network equipment Documented company procedures and plans through sharepoint Organized and planned department meetings to discuss future IT endeavors/Sharepoint sites Imaged, deployed and inventoried all desktops and laptops for Williams Olefins plant using ghost and windows deployment IT Asset management of inventory Worked with Fiber optics and cisco switches and routers Installed programs and software fixes Repairing hardware/software of laptops/desktops Information Security Analyst TraceSecurity March 2015 to September 2015 Daily implementation, operation and troubleshooting of VM Ware Kali Linux Performed External Penetration Tests and wrote reports detailing findings Performed false positive testing, onsite and remote Social Engineering Tests and writing Security Assessments Analyzed vulnerabilities and advised clients on how to handle each vulnerability on

their network Advised clients on what controls to use regarding patching the vulnerabilities found
Knowledge of and daily use of Linux commands Using various applications to test networks for
vulnerabilities Working closely with IT managers and credit union IT managers on technical issues
and scan results and discussing reports/onsite social engineering Setting up and troubleshooting
vulnerability scanners Ran NMAP scans to detect vulnerabilities and identified the low hanging
fruit False Positive testing for vulnerabilities on the network Use various tools to exploit
vulnerabilities Reported to Senior Security Analyst Addison Group IT analyst II York Risk Group
Services March 2014 to October 2014 Manages IT issues for the Louisiana Office of Risk
Management, and third party administrator FARA Support 100 users in fast paced environment
Maintaining all computers, printers, scanners, network applications and software Troubleshoots
Microsoft outlook, Microsoft and web applications on a daily basis Researching software and/or
programs to add to the network Maintains network room and all computer and printer systems
including troubleshooting and ordering supplies Multitasking with managing data as well as
troubleshooting IT issues Maintaining hardware/software on HP computers, and multifunction
printers iPhone/android handheld device support IT Technician Sparkhound October 2013 to
March 2014 Worked from command line to remediate Microsoft Office files Used office migration
planning manager and office file converter to import files to a database and convert files SQL
Server 2008 to create database for the project Documented file information in Google Docs and
created excel spreadsheets From command line, scanned, imported and converted files for
Albemarle Global employees Created files to run for conversion and documented each employee
in separate folders Ran Citrix zen app on pcs and built CS profiles in Citrix IT Administrator All
Star Automotive Group - Baton Rouge, LA August 2012 to June 2013 * Assisted end users in
troubleshooting IT related issues and worked as a field technician * Assisted in setting up network
rooms, switches, routers, and troubleshooting T1 and T2 servers * Building system images with
windows 7 * Set up Active Directory, Microsoft Exchange and software required for new hires * Set
up IP phones and assigned phones to employees through Cisco Unity and Unified Administration *
Implemented IT policies and procedures, and security measures for the department * Worked on

dell laptops and desktops, troubleshooting hardware and software Education Associate of Science
in Network Systems Administration in Network Systems Administration ITT Technical Institute -
Baton Rouge, LA Additional Information Exceptional Customer Service LAN and VLAN
technology including Remote Desktop Microsoft Server software including 2003/2008/2012 R2
Enterprise Advanced in Windows 7, Windows 8 and Windows 10 environments with over 5 years
of troubleshooting and configuring Over 5 years experience with Microsoft applications including
Office 2013 Advanced knowledge of Microsoft Exchange, VM Ware and active directory Working
with Windows 7, 8, Windows 10 administration Familiar with installing local and LAN printers
including maintenance, setup, and configuration Building FTP, Active Directory, and DHCP
Servers Experience working with Sharepoint, Office 365, and Citrix Xen App Excellent in writing
documentation on department policies and procedures and taking inventory Part of a team that
designed an IT infrastructure for a Capstone project Ability to multitask and work in a group
atmosphere, including multiple group projects Spoke to groups and classes about goal setting as
well as maintaining positive attitudes Experienced in operating through ticket systems
Experience working IT in a natural gas and chemical plant atmosphere 1 year working with CDP
Cisco client software Maintaining multiple servers through remote desktop protocol Efficient in
running NMAP scans to detect vulnerabilities Created database in SQL Server 2008 Experience
working with Burp Suite and Wireshark Applications IT Audit/Asset Management Vulnerability
Management using Rapid 7 technology Department auditing and making recommendations on
policies Creating and updating new policies and procedures

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