

Systems Administrator / Data Center Technician Systems Administrator / Data Center Technician  
Systems Administrator / Data Center Technician - Networx Inc Las Vegas, NV Work Experience  
Systems Administrator / Data Center Technician Networx Inc - Las Vegas, NV January 2017 to  
Present Assist and train junior technicians on issues requiring ticket escalation; work directly under  
IT Director ? Manage Active Directory and Exchange environments for 100+ clients; create and  
manage user accounts and mailboxes, manage distribution and security groups, maintain company  
directory ? Deploy applications, printers, network drives, and security policies via Group Policy ?  
Configure and deploy physical and virtual servers (VMware/Hyper-V) ? Perform weekly server  
maintenance to verify system health and availability; review system logs and verify completion of  
scheduled backups; install latest firmware and driver updates ? Maintain updated documentation  
including asset inventory, network configuration, service accounts and passwords, standard  
operating procedures, and best practices for each client ? Physically support and provide remote  
hand services for Fortune 500 clients at Switch and EdgeConneX datacenters in accordance with  
security and operational procedures ? Responsible for installing routers, switches, firewalls, network  
convergence systems, and power distribution units; performs visual and physical audits and  
maintains updated inventories; escort and supervise vendors and engineers to perform work at  
customer sites ? Maintain security access and clearance through regular training and background  
checks ? Responsible for rotating 24/7 on-call availability including after-hours/twilight work ?  
Notable projects include: Sophos Endpoint cloud migration for 300+ machines, MSP transfer and  
workstation deployment of 100+ desktops, hosted email migration to Office 365, remote  
management platform migration from Continuum to Autotask AEM Junior Systems Administrator  
Networx Inc - Chino, CA March 2015 to March 2017 Dedicated administrator for 13 of 40 clients -  
assisted with daily IT needs i.e. troubleshoot systems and applications, manage users and security,  
configure email accounts, perform regular server maintenance ? Implemented completely  
automated weekly/monthly patch management system in LabTech RMM system ? Configured and  
installed multiple servers with various roles to meet client needs ? Migrated over 100 users from  
GoDaddy to Office 365 Help Desk / Network Support Technician I Networx Inc - Rancho

Cucamonga, CA January 2013 to March 2015 Responsible for resolving daily level 1 help desk tickets; assisted team in supporting 25+ clients ? Maintained 12 Dell servers and over 100 desktops through LabTech monitoring platform ? Verified backup completion and integrity using Shadow Protect and cloud backup software ? Managed users/permissions in Active Directory and email/distribution groups in Exchange Education Bachelor of Science in Computer Information Systems Cal Poly Pomona - Pomona, CA Skills Data Center, Datacenter, Hardware, NOC, Ethernet

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