Network and System Administrator Network and System Administrator Network and System Administrator Knoxville, TN I am an IT professional with over 10 years of experience working with rack servers, network infrastructures, enterprise networks, cloud platforms, dozens of different software packages, and more as listed below. I consider myself a very well-rounded person due to my open mind and my broad range of interests. I have an extremely strong work ethic, a strong sense of urgency, and I have excellent communication skills. In addition to working exceptionally well with teams, I am also able to work autonomously. My main goals are to become a part of something larger than myself and have a positive impact on the world. Authorized to work in the US for any employer Work Experience Network and System Administrator Jupiter Entertainment December 2016 to September 2017   Maintained, monitored, and upgraded Jupiter's Networks, Firewalls, Switches, Servers, Shared Storage, SANs, and Phone systems.   Installed, maintained several new servers with VMs - Domain Controller, Active Directory, Exchange, DFS   Implemented and maintained a new shared storage system for high density storage   Infrastructure Manager for the move between Jupiter's two offices in New York. I handled installation of new CAT6A cabling, the server room build-out, IT rack layout and implementation, switch setup, wireless setup and server setup.   Implemented an MPLS so offices were on the same network and could high-speed communicate.   Implemented site-to-site VPN for the phone system so employees could dial in Knoxville or New York.   Rolled out managed anti-virus software with "CryptoWall" (A Solar Winds Product)   Upgraded Jupiter's network architecture by replacing the existing CAT5/CAT5e at the Knoxville location cabling with OM3 Fiber increased bandwidth. - Installed both multi-mode fiber and GigE   Negotiated contracts with Cloud9, Windstream, Verizon, Dell, HP, Ricoh, Cisco, Cisco Meraki, Paxis, and many more. Operations Agent / System Administrator Best Buy September 2014 to October 2016   Maintained, upgraded, and monitored Best Buy's internal Systems.   Troubleshot, diagnosed, and repaired client systems. I helped clients resolve issues that they have with their computers, tablets, phones, home routers, and small businesses   My responsibilities included re-imaging hard drives, re-installation of operating systems, replacement of bad hardware, virus detection and removal, data back-up and restoration, and extended testing of hardware and

software   As an Operations Agent, my responsibilities also included supervising the other agents, mentoring and training System and Network Administrator (NOC) Science Applications International Corporation March 2014 to September 2014   Assisted in the transition from the NSOC in Little Rock to the new Network Security Operations Center in Knoxville.   My duties included monitoring SAIC's network for hardware and software failures: stopped services, network failures or local / extended outages, security breaches, and many other tasks.   If failures or bandwidth degradation were detected, the issues were diagnosed and a solution was devised. IP space allocation was managed using Proteus and HP automation.   Used Splunk (Security and Logging) and SolarWinds NPM for network monitoring. I utilized Cisco's IPS and IDS along with Dell's SonicWALL in the NSOC for security and firewall administration.   Constantly logged into Cisco routers remotely via SSH to troubleshoot network and security issues. I made adjustments to firewall rules if necessary. If routers were not accessible, I would dial into a Digi and connect to the router via the console port to troubleshoot the issue and resolve it.   Many other software packages were used in the NOC, all of which I quickly mastered quickly. (Airwaves for wireless devices, EMGT, Splunk Enterprise, SolarWinds, VSphere, etc.)   Used Service Now for incident response. Tickets would come in and I would ether resolve the issue or escalate the issue to the proper team or personnel. System and Network Administrator Pilot Flying J, LLC July 2011 to March 2014   I worked with over 1000 stores to keep them online and fully operational (each store had as many as 10 registers/workstations and 10 servers   When a site went down, it was my job to diagnose and fix the issue(s)   Issues included network outages, server failures, database failures, Citrix issues, basic hardware and software issues and many other IT related issues   I worked with Cisco equipment (IPS/IDS) and Windows servers and operating systems   PFJ used Active Directory and I managed the user accounts for all of the sites company wide   These sites contained all Vendor and employee accounts. Also, I worked with databases on a daily basis   Pilot makes use of InterBase and Firebird. I have become familiar with SQL and the firebird utility, which uses SQL to communicate with several of the databases. I am also familiar with dBase explorer, which was used to edit databases at the individual stores   In many cases, I had to restore a corrupt database with a known

good backup. I worked with the Network and Switch teams to keep IP-routing consistent and the site's network secure System and Network Administrator University of Tennessee, Knoxville - Knoxville, TN July 2013 to January 2014   Server management, Active Directory management, firewall rules, standard computer diagnostics and repair, and web development   Most of my work involved managing the University's servers for research and storage purposes   The University implemented a new SAN which I helped deploy and maintain.   My duties also included imaging and cloning drives for servers as well as imaging and cloning drives (mostly lab drives) for daily use by students and faculty.   I managed Unix/Linux access for students in the EECS department by utilizing ACLs and standard Linux permissions.   I built and maintained 5 remote desktop servers for student and faculty research.   These were Dell servers, which used Dell's iDRAC remote management console, and SonicWALL firewalls.   Packet capture and analysis using (Splunk, PSTools, SysMon)   I used tcpdump, Windump and Wireshark for forensic analysis when intrusions were detected.   I worked with a Team of 8 who maintained the entire network of computers and rack servers for the EECS department.   Managed all of the servers (150+), networks, and computers for the entire EECS (Min Kao) building.   Maintained backups for all student and faculty profiles both on Linux and Windows. Easy Tech - Knoxville, TN March 2010 to August 2010 Observatory Equipment Assistant East Tennessee State University - East, Tennessee, US August 2008 to May 2010   Responsible for setting up the school's portable telescopes and managing related observatory and laboratory equipment   Deployed and used the observatory's main telescope on a night- by-night basis   Used the main telescope's tracking and monitoring software to conduct research   Computer Networking Staff (Lead), Farragut High School (Student Staff) Responsible maintenance and troubleshooting of faculty and student computers, printers, networks, and network devices, projectors and the school's new SmartBoard systems   Became exceedingly familiar with the GradeBook database software, as I was enlisted with the responsibility to ensure its functionality   Deployed and subsequently maintained all new computer related hardware that the school purchased   Deployed DeepFreeze to the student use computers in the library   Research Assistance   I Programmed models of astronomical and astrophysical data (Wolfe-Raye and Be

Stars with Spectral Energy Distributions in C (some C++) at ETSU as a summer intern / Research Assistant under Dr. Richard Ignace. All of the graphical models were in LaTeX I presented the data and our findings at the American Astronomical Society in Washington, DC in January of 2010 - Fully funded by a grant by the National Science Foundation.   American Astronomical Society 215th Meeting, Washington D.C., January 2010   Funded by a grant from the National Science Foundation   I assisted in the writing and compilation of programs (C, C++, LaTeX, SuperMongo) that modeled the spectral energy distributions of certain stars as well as generic simulations of Stellar Winds from different types of stars. I presented the results at the AAS meeting in Washington, D.C. Research Assistant East Tennessee State University - East, Tennessee, US 2009 to January 2010 Writing programs (C, C++) to simulate stellar winds and model spectral energy distributions (SED's). I became familiar with the documentation preparation system known as LaTeX. I also became familiar with the interactive plotting and modeling program known as SuperMongo Lead Computer Repair Technician and Electronics Specialist April 2008 to September 2008 * Computer repair technician and electronics specialist. My main responsibilities were troubleshooting and repairing customer computers. * I fixed software and hardware related issues. Many of the hardware related issues were resolved by replacing power supplies; DVD/CD drives, hard drives, motherboards, processors and installed or replaced RAM into clients' computers. I performed re-formats and Windows re-installations and upgrades on an almost daily basis. I was responsible for backing-up and transferring client data to back-up devices and transferred data to new computers. I manually checked for and removed viruses from client computers on a daily basis. Education Computer Engineering Western Governor's University 2010 to 2013 Computer Science and Astrophysics East Tennessee State University - East, Tennessee, US 2007 to 2010 Skills DATABASE (4 years), ACTIVE DIRECTORY (3 years), CISCO (3 years), C++ (2 years), NETWORKING (1 year), access, Javascript, Windows, Technical Support, Mac Additional Information Technical Skills   Windows Server 2003(R2), 2008 (R), 2012, R2, 2016   OS X Server   Microsoft Office Software   Office 365 Administration   Linux (Red Hat Server, Ubuntu, Debain, Cent OS)   Oracle Hardware/Software   Network Infrastructure Management   Oracle E-Suite

Database Administration   VPN - Cisco L2TP/IPSec/SSL/P2P   Virtual Machines, VMWare / vSphere   Dell Sonic WALL, Dell KACE, Dell EMC, iDRAC   Microsoft Exchange   Cisco IOS   Network Architecture/ Design and Implementation   Cisco Software/Hardware and Cisco Meraki Hardware and Software   WAN, LAN Networking   Packet Capture/analysis (Wireshark/Splunk)   Networking routing and switching   Layer 2 and Layer 3 Switching   Fiber Channel   Amazon Web Services   VLANs   Cisco CCNA, CCNP material   Dell, HP, and Cisco Switches   Avid Software and Hardware   Adobe Suite (CC and prior versions)   Azure Platform   Carbon Black's CB Response (SOC)   Service Now   Data Recovery - Software and Hardware   Active Directory Deployment and Administration   NetApp Cloud Services   Splunk Enterprise   Network Load Balancing   Network Protocols (WEP, WPA, WPA2, LEAP, RADIUS and Two Factor Authentication(2FA)   Dell's SonicWALL - Firewall Rules Design and Deployment   Shell Scripting, Bash, PowerShell   Java | C | C++   Virus removal and detection   Network and System Monitoring and Analysis   Google G Suite and Administration   SolarWinds Orion, and Solar Winds Products   HP Automation   Office 365 Administration   Tripwire Network monitoring   SysMon, PSTools and related networking tools

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