Staff Infrastructure Operations Staff Infrastructure Operations Staff Infrastructure Operations - Santander Dallas, TX I am a seasoned and well versed certified IT leader experienced in managing installation, maintenance and troubleshooting a wide variety of operating systems including client platforms from Windows XP to Windows 10 to Windows Server platforms 2003-2012. I have leadership qualities with exceptional customer service skills and the capability to create and maintain new procedures quickly and efficiently. Work Experience Staff Infrastructure Operations Santander October 2018 to Present   Responsible for monitoring the real-time performance of infrastructure and applications in a 24x7x365 Enterprise Command Center/Network Operations Center   Compile and communicate intraday status and turnover log   Responsible for maintaining enterprise command center processes and procedures   Escalate incidents across all platforms, driving and coordinating calls to minimize service interruption.   Perform problem resolution per documented process and procedures   Familiar with CA Service Operations Insight SOI   CA Unified Communications Monitor UCM, CA Unified Infrastructure Management UIM, CA Spectrum, SolarWinds, Splunk Desktop Support Lead/Service Desk Lead Parkland Hospital September 2014 to February 2019   Create and update documentation for knowledge management system   Instructed junior technicians on process and procedures for Lenovo repair   Prepared documentation for knowledge management system   Resolved hardware and software related issue for users within SLA framework   Worked in a team environment to complete large scale project involving multiple IT divisions and business stakeholders   Server and network monitoring tools and IP address assignment with SolarWinds   Supervision, training, and mentor-ship of employees for team development   Familiar with Remote Desktop, Active Directory, Epic, ServiceNow, VMWare Mirage, Avaya CMS, Office 365   Establish relationships and effectively communicate with key members of Customer's technical team including management personnel Deployment Tech Lead New York Life August 2013 to June 2014   Migrated users from Windows XP to Windows 7   Ensure all aspects of user services are restored to functional levels within SLA.   Trained and mentored junior technicians on process and procedures   Configured both network and local printers, and multifunction devices   Build and repair system PC's on an everyday basis Systems Administrator

Transfirst May 2012 to May 2013   Technical research as required to proactively maintain a functional Server infrastructure   Configured out of band network to remotely access servers with Dell iDrac   Completed all aspects within change management to ensure reliable delivery of service   Provided insight to Desktop support concerning technical and documented resources   Collaborated with production crews and supervisors to identify problems and help implement innovative solutions to resolve system outages   Create new user accounts in AD modified user access with groups and removed terminated employees   Created and deployed 300+ VMs with VMWare Horizon   Participate in new system planning and deployments to determine the best IT solutions for business requirements   Technical resource for desktop support staff   Familiar with AD, VMWare Horizon, SCCM, Dell iDrac, Load Balance Systems Administrator Xilinx August 2009 to May 2012   Managed backup systems for multiple sites   Oversaw end user operations and support   Escalation lead for service desk and desktop support   Process owner for desktop support processes and services   Resolved hardware issues in server farm in mixed Windows, Red Hat, and Solaris   Provide sudo access to users and groups in a Red Hat environment   Hardware and software installation and configuration   Contacted vendors for hardware support, parts ordering and returns   Racked, imaged, and assigned static IP to blades and other servers in the datacenter Education Bachelor's in Information Technology AIU Online Skills Vpn, Wireless network, Itil, Virtualization, Wireless, Rollout, Malware, Team lead, End user support, Helpdesk, Training, Mitigation, Documentation, Excellent written, Excellent written and verbal communication skills, Written and verbal, Leadership skills, Maintenance, Governance, Operation, Logistics, Customer Service, Excel, Micr Additional Information KEY SKILLS   Proven (10+ years) working experience as a leader of desktop support, helpdesk. and end-user productivity solutions   Leadership skills as a technical resource providing documentation and training   End user support of Office 365   Setup and maintenance of Dell iDrac   Team lead for several positions throughout my career   Managed migration rollout for OS upgrade   Knowledge of IT governance and ITIL process   Lead tech to Diagnose, Repair/Replace failing or bad components in Lenovo desktop and laptop devices   Implementing mobile solutions including laptops, tablets and mobile communication   Wireless

Network Support and install, configure and troubleshoot wireless access points and VPN issues

Virus and malware mitigation and cleaning infected computers   Knowledge and experience with

Cloud Computing and Virtualization   Understanding of security and administration related topics

such as user and group management   Excellent written and verbal communication skills and be

able to convey thoughts that are easily understood

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