Systems Administrator Systems Administrator Systems Administrator Baltimore, MD Work Experience Systems Administrator Brown Advisory - Baltimore, MD January 2015 to Present Windows Systems Administrator in a high volume financial services office with 700 high touch users. SME Executive c-level support. SME Provides regional support for eleven offices along the north-eastern corridor. PC desktop/laptop/blade server hardware troubleshooting and repair. SME Managing and building out security group, user, and computer objects in Active Directory. SME Blackberry UEM, Work, and Access administrator. SME RSA token administration. SME SOC Audits. Weekly Security Remediation Meetings. IT Incident Response. Team lead and resource for Tiers 1 and 2. Exchange mail server administration. ShoreTel VoIP administrator. Microsoft Deployment administrator SME Create and manage corporate branded Windows images. SME Industry Weapon Digital Signage administrator. SME Supports Smart Station, APX, Moxy, SEI, Bloomberg, Eikon, Factset, and Bloomberg trade platforms. Cisco, Polycom Bridge, Webex and Lifetouch video conference administrator. Proofpoint secure email administrator. Citrix administration. SME Symantec SPAM filter administration. Nessus Vulnerability Scanner administrator. Ad hoc Mass Messaging administrator. Build technical documentation. Track change management. K1000 KACE helpdesk administrator. K2000 KACE image deployment administrator. Mobile device management. Computrace computer administrator. Solarwinds Network monitor. VPN Status. Bomgar remote support. SME. Managing office moves, build outs, and mergers/acquisitions Hyper-V administrator. Kensington lock administrator. Sophos Central administrator. Office 2013, 2016, and O365 administrator. SME Cisco ISE administration Papercut, CPAD, and RFID reader administration. Payload/Crowd Strike Sandbox Security. SME Wombat Threat Awareness Sim. SME ZScaler Web filter administration. SME Okta SSO administration. FaxCore administration CyberArk administration. Dell DOSD certified. Senior Desktop Engineer Friends School of Baltimore - Baltimore, MD June 2012 to December 2015 PC desktop/laptop/blade server hardware troubleshooting and repair. Apple iMac/Macbook and iPad deployment and management. Deploying a Google Apps Environment. Google Apps Systems Administrator. Configuring, and

managing Microsoft Deployment Tools (MDT) servers, and Deploy Studio.   Windows and OSX image creation and management.   Batch and Visual Basic script creation.   Testing and rolling out software updates and creating silent software install packages.   Managing security groups, computer, and print objects through Active Directory and Group Policy.   Using Symantec Backup Exec, and Symantec Endpoint Enterprise servers.   Configuring/managing Microsoft Exchange 2003/2007.   Setting up, and using ticketing systems, and inventory management.   Purchasing new hardware, and software.   Network hardware design/implementation.   Network and system security.   Configuring DHCP and DNS servers.   Configuring Cisco iOS switches and WiFi access points.   Dell self-dispatch certified.   Smart Board deployment and configuration. Senior Technical Support Analyst Johns Hopkins University Department of Medicine - Baltimore, MD December 2010 to June 2012   Systems Administrator for 2,000 computers on an enterprise network.   Setup and maintain University desktop/laptop computer systems and inventory.   Coordinate and install client hardware and software on systems.   Troubleshoot local and network printers and repair.   Troubleshoot and repair PC Desktops, Laptops, and Tablets.   Troubleshoot and configure proprietary hospital applications.   Maintain familiarity with desktop hardware, operating system software and applications.   Resolved Helpdesk calls. Desktop Support Technician Office of Information Technology, Stevenson University - Stevenson, MD May 2009 to December 2010 Tech Connection Helpdesk Technician August 2008 to May 2009   Apple OSX/PC Administrator.   Maintained University desktop/laptop computer systems.   Closed 500+ helpdesk tickets; over 2,500 hours of technical experience.   Developed fundamental telephone/interpersonal skills. Education Masters Degree in Information Systems Management in Information Systems Management Towson University - Towson, MD June 2014 to Present Bachelor of Science degree in Computer Information Systems Stevenson University - Stevenson, MD December 2010 High School Diploma Latin School of Maryland - Baltimore, MD May 2005

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