Systems Administrator - Assistant Problem Manager TE3 Systems Administrator - Assistant Problem Manager TE3 Systems Administrator - Assistant Problem Manager TE3 - The Clearing House Browns Summit, NC Experienced IT professional with leadership and relationship building skills. Excellent in handling multiple tasks and working under pressure. Proven track record of success through promotions and additional responsibilities. Work Experience Systems Administrator - Assistant Problem Manager TE3 The Clearing House - Salem, NC June 2014 to Present   Provide Tier 2 support for all applications, servers and network infrastructure   Create SOP documents for publication on Share Point   Work with service providers to resolve ongoing issues   Generate reports for vendor SLA verification   Lead weekly meeting to identify potential problem incidents   Review and create assignments for team members   Coordinate status meeting to review and receive updates of current issues   Network circuit resolution working with BGP, HSRP, EIGRP protocols   Special assignments and Projects The Clearing House - Winston-Salem, NC August 2012 to June 2014   Provide Tier 1 support for all applications, servers and network infrastructure   Monitor all monitoring systems and responding to alerts or notifications   Escalate incidents to Tier 2   Create SOP documentation for review   Hardware troubleshooting and repair   Participate in failover and disaster recovery exercises   Rack and remove all datacenter equipment Owner specification Pepsi Co - Winston-Salem, NC November 2011 to August 2012 - Winston-Salem, NC   Provide Tier 1 / Tier 2 support for all Unix applications   Provide Tier 1 / Tier 2 support for Windows server environment   Monitor all monitoring systems and responding to alerts or notifications   Work with vendors and third-party support to resolve complex issues   Perform server builds according to Owner specification   Various Unix administration tasks Pepsi Co - Winston-Salem, NC June 2010 to January 2011   Rack, Configure, and Decommission all Servers in Data Center   Assist in troubleshooting Layer 1 and Layer 2 network issues   Asset Management   Perform all cable runs and cleanup after equipment removal Owner specification Pepsi Co - Winston-Salem, NC December 2007 to June 2010 - Winston-Salem, NC   Provide Tier 1 / Tier 2 support for all Unix applications   Provide Tier 1 / Tier 2 support for Windows server environment   Monitor all monitoring systems and responding to alerts or notifications   Work with vendors and third-party support to resolve complex

issues   Perform server builds according to Owner specification   Various Unix administration tasks

Education Associates of Applied Science in Network Administration Guilford Technical Community College - Jamestown, NC 2007 Skills BGP, QoS, VoIP, Cisco Routers, Routing Protocols Certifications/Licenses CCNA June 2019 to June 2022 ITIL v3 Present

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