

Systems Administrator Systems Administrator System Administrator - Payoneer Bronx, NY IT Professional with 10 + years' experience in managing Servers, Networks and Firewalls. Able to plan, install, configure, optimize and convert physical IT infrastructure to virtual environments. Proven ability to work with a team on projects while providing effective customer service and delivering solutions in time sensitive and high-pressure situations. Work Experience Systems Administrator Payoneer - New York, NY January 2019 to Present Support Engineer RVM Enterprises Inc - New York, NY May 2017 to December 2018 Tasked with monitoring and troubleshooting complex issues in RVM's production and disaster recovery sites. Provide desktop support for all technical issues encountered by internal users and our external clients. Address all support tickets for 85 - 100 end users daily. Provide remote support to RVM users and our external clients. Manage Active Directory Infrastructure. Manage VMWare VCenter1 & VDI environments. Manage & deploy new production images using Microsoft Windows Deployment Services. Manage & deploy companywide security and applications patches using Microsoft Windows Server Update Services. Monitor production and disaster recovery sites using SolarWinds Network Performance Monitor. Manage Firewalls in production and disaster recovery sites, which include Dell Sonic Wall & Palo Alto appliances. Manage RSA Authentication Manager Appliance. Manage Proof Point Enterprise Suite. Manage Microsoft Exchange Server 2016. Manage Avaya IP Office. Experience Imaging Pc's using Acronis Administer and maintain end user accounts, mailboxes, permissions and access rights. Install, configure, maintain, and troubleshoot application server hardware, software, and peripheral devices Office 365 Administration Support Engineer APHC January 2016 to April 2017 Online Support Provide remote support for Microsoft Hyper-V and Veeam Backup server infrastructure. Manage servers consisting of a number of different domain and network services. Manage users and group policies (GPOs) in Active Directory. Installed and configured Veeam Backup and Replication software for the virtual infrastructure of VMs Test consistency of Veeam virtual backups for available extraction if a system failure occurs. Provide remote support using LogMeIn and TeamViewer. Manage Windows Server 2008-2012R2 configurations, security patches and applications. IT Technical Support Specialist APHC - Orlando,

FL April 2016 to March 2017 Tasked with resolving complex issues pertaining to hardware and network failure. Monitored both hardware and software systems for errors and updated them regularly to maintain a proper functioning and flow of information which improved productive at DeVry. Installed hardware and software system upgrades according to DVU standards. Provided Tier 2 and Tier 3 technical support. Troubleshoot a variety of computer issues for Windows 7, 8, 10 and different versions of Mac operating systems. Offered technical support on-site, via phone or email to 80-100 students and colleagues on a daily basis. Addressed incoming ticket request from users via the ServiceNow ticket queue in a courteous and timely manner. Working knowledge of SCCM client update process. System Analyst Ryan Group of Companies - Saint Johns, FL June 2011 to March 2016 AG Created a wide area network (WAN) to link two different stores together allowing them to share production servers and network resources, which reduced infrastructure cost and spending by 65%. Implemented, maintained, monitored and controlled Microsoft Server 2008R2, 2012R2. Created and executed project work plans and revised as appropriate to meet changing needs and requirements. Monitored system performance and made suggestions to improve overall performance. Deployed, configured, maintained and troubleshoot issues with DNS, Active Directory and virtualization platforms. Managed the ticketing system. Troubleshoot, diagnosed and corrected system and user-reported problems. Installed & configured virtual environments for the testing of programs and domain services before being applied to a production environment. Installed and configured Cisco Meraki network. Administer Citrix support Computer Technician Artios Technologies - Saint Johns, FL November 2007 to June 2011 AG Provided a solution-focused service to seven major clients modifying and enhancing their existing IT infrastructure, which allowed them to improve productive by 35%. Implemented, maintained, monitored and controlled assigned systems for different businesses Developed strategies in order to initiate and monitor new projects for different clients. Installed and implemented new hardware or software applications, including operating systems. Tasked with desktop imaging for systems on the network. Education Bachelor of Science in General Technical Specialty DeVry University - Orlando, FL Associate of Engineering in Computer Network

Engineering Antigua & Barbuda International Institute of Technology Skills Tech Support, Active Directory, MSP Additional Information Install, configure and manage Microsoft Server 2008R2 and 2012R2, SQL Server 2008 & 2012, Mac & Windows troubleshooting and repairs. Manage users and group policies (GPOs) in Active Directory. Proficient in managing Microsoft Exchange 2016, Dell Sonic Wall, Palo Alto Firewalls, SolarWinds Network Performance Monitor, SharePoint 2013, VMWare and VDI environments. Working knowledge of Office 365. Install and configure VMware ESXi, Veeam Backup software, Microsoft Hype-V and other Windows services.

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