

System Administrator System Administrator Alabaster, AL ? Detail-oriented IT professional with 18+ years experience in a system administrator role ? Excellent analytical, investigative and troubleshooting skills ? Experienced in supporting a smaller regional company, as well as, a large global organization ? Skilled in supporting multiple platforms ? Strong ability to multitask while working in a high pressure environment ? Possess a logical mind-set with a passion for problem-solving and teamwork Authorized to work in the US for any employer Work Experience

System Administrator AT&T/EDS - Hoover, AL 2002 to May 2019 Provide second level support for 80,000+ UNIX, Linux and Windows servers. Monitor system availability and performance. Troubleshoot and repair technical issues that are reported by servers and users. Solely responsible for supporting all US-restricted servers during 3rd shift Engage hardware vendors to open tickets for failed hardware components. Collect and deliver any requested diagnostics. Work with field engineer, once onsite, to replace failed component Reconfigure disks logically, once physically replaced Perform failover functions within high availability software Facilitate conference bridges, engaging necessary participants, in order to resolve outage situations Apply patches and upgrade firmware Migrate and reset virtual machines in VMware Collaborate with teammates to create documentation for processes and procedures Perform root cause analysis for server caused outages Assume role as technical outage manager on outage calls Answer inbound calls from customers reporting or escalating issues Train and mentor new members of the team Assist Backup and Recovery group in resolving server connectivity issues which are preventing successful backups Perform BCV establishes and restorals for EMC disks Store

Systems Administrator EDS - Bruno's Account - Birmingham, AL 2000 to 2002 Provided second level support for the systems help desk, supporting servers and point-of-sale (POS) equipment located in all 180+ Bruno's stores. Configured and tested equipment prior to it being sent to new/remodeled stores. Scheduled and performed software upgrades on Innovax Aurora Software Supervised the installation of computer systems in new and remodeled stores Provided troubleshooting and problem resolution on issues associated with the POS system via phone communications, and in-store visits Administered repairs to the Innovax POS database (Informix)

Performed hardware maintenance on Data General servers and Epson terminals Configured RTI SK-7500 Keyboard using Windows-based RTI Software Researched and assisted in the configuration of IBM POS Provided on-site support for all in-store systems during Grand Openings Assisted in configuration for the UNIX upgrade of store servers Coordinated and performed configuration changes for store format conversions

Education Bachelor of Science in Business Administration Troy University - Troy, AL 1996 to 2000 Skills System Administrator, Vmware, System Admin, Linux, Linux Administrator, Redhat, Red Hat

Name: Ryan Moore

Email: lucasaaron@example.org

Phone: 829.240.3752x335