Windows/Linux Systems Administrator Windows/Linux Systems Administrator Windows/Linux Systems Administrator Washington, DC Public trust SF85 cleared, Multi-Certified, Systems Administrator, skilled in installing, configuring, analyzing, troubleshooting, and maintaining computer hardware, software and network systems. Recognized for rapidly troubleshooting challenging hardware, software, LAN, WAN, Wi-Fi and VPN issues Proficient in deploying and configuring of Windows; Server 2008, 2012, 2016 and Windows 7 & 10 systems Proficient in Active Directory Services, Office 365, SCCM, and Remedy ticketing system In-depth knowledge of network design, support and administration of TCP/IP, DNS, DHCP, NFS and Group Policy Knowledgeable in setting up and configuring firewall rules, access control list and TCP port sharing Dedicated in applying security updates and patches on servers, desktops, and laptops Strong knowledge of monitoring security postures and incidents from outside and inside threat vectors Experienced with scripting/programming languages PowerShell, JavaScript, CSS and HTML ITILv3 (2018), MCSA (2018), Server+ (2018), Security+ (2017), Network+ (2017) LPI Linux certified Quick learner, strong attention to detail, successful in both team and self-directed settings Excellent communication and customer service skills Work Experience Windows/Linux Systems Administrator Information International Associates, USPTO - Alexandria, VA April 2018 to July 2019 Administer Windows Servers 2008 and 2012, Active Directory, Microsoft Workstations and network security devices Provide support for Dev/Prod environments; File, AD, DNS, IIS, Backup, App and Terminal Servers Perform daily system monitoring, verify the integrity and availability of all hardware, server resources and reviewing system and application logs using Dynatrace, Splunk enterprise and HP OpenView tools Schedule installations, upgrades and maintenance of servers in accordance with established IT polices Ensure client/server data integrity by evaluating and implementing appropriate software and hardware solutions Coordinate with developer, network and DBA teams in troubleshooting efforts of critical issues Provide technical solutions and investigate alternative methods for solving problems Resolve configuration and performance issues on in house built and third-party productivity software Accountable for Databases and applications password changes in accordance with the inhouse password polices System/Network

Support Specialist 22nd Century/Evolver Inc, USPTO - Alexandria, VA June 2017 to April 2018

Performed advance technical support for on-campus and off-campus users in troubleshooting, repairing and setups of computer, printer and networks   Monitored system performance and diagnose software/hardware problems   Assisted with technical problem resolution of Windows server 2008, 2012 and Windows 7 and 10 systems   Create and manage Active Directory accounts, network shares and printing services   Troubleshot Domain based network PCs and CISCO Interconnections   Customized PCs and laptops to meet clients' needs and setup workstation   Provided a high level of customer support using Remedy to ensure SLA compliance and customer satisfaction   Installed and managed various productivity software for large user groups from SCCM 2012   Controlled the quality of deployed system and troubleshoot any arising issues   Built new images and re-imaging PCs and ensure data recoveries   Reported performance and progress goals to the Principal team lead **IT Support Specialist** Staples - Falls Church, VA December 2016 to August 2017   Conducted on-site and in-store computer, printer and network diagnostics, troubleshooting, repairs and setups   Installed various hardware components such as RAM, hard drives and Network interface cards to improve customers' PC and laptop performances   Diagnosed software issues, installed updates and removed malicious features and programs   Coordinated with Tech and sales teams and implemented documentation standards in tech team while also ensuring data integrity necessary to produce internal business analytic reports utilizing Matrix database software   Managed and maintained the tech order management system   Resolved technical issues on Android and iOS systems   Provided technical advice and suggestions based on customers' needs regarding devices such as computer HW, routers, backup drives and smartphones and application software **Service Desk** One Parking - Arlington, VA December 2015 to December 2016   Managed and maintained the helpdesk ticketing system while providing response times within two hours   Performed preventive maintenance on computers and networks   Monitored and responded phone and e-mail requests for technical support from customers   Responsible for registering new customers into the parking garage database system   Troubleshot and resolved software, hardware and networking issues in the parking garage

Created and maintained 300 user accounts and managed access controls on the parking system database Technology Consultant SolarCity - Beltsville, MD July 2015 to October 2015   Consulted with home owners on solar electric systems and energy efficiency services   Analyzed customer's current and projected electricity usage and financial return on investment   Generated project proposal, closing deals and signing contracts   Briefed and reported to department managers on monthly performance by pulling custom reports and using pivot charts and tables on salesforce CRM system   Special Projects   Led and coordinated CVS- Omnicare system upgrades and integration project. Annapolis, MD. 2017   Participated in National Archives system deployment and hardware move project. Washington, DC. 2017   Involved in Wells Fargo banking system upgrade and relocation project McLean, Virginia.2017 Education M.Sc. University of Freiburg - Freiburg, DE January 2014 Skills Active Directory, SCCM, System Administrator, System Admin, Vmware, Linux, Redhat

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