

System Administrator I System Administrator I System Administrator I - Florida Health Care Plan, Inc New Paltz, NY Work Experience System Administrator I Florida Health Care Plan, Inc October 2014 to Present Building, configuring, patching, and troubleshooting physical and virtual servers for 2,000+ remote and onsite users, 500 virtual servers, 30 Sites Racking, cabling, and inventory of datacenter equipment Perform application monitoring, troubleshooting, and end user support Performs backups, restores, and offsite tape management Monitor and remediate server alerts, and troubleshoot issues Work with vendors in order to troubleshoot or upgrade hardware/software Perform daily server and system maintenance Participate in on-call rotation Remediate vulnerabilities Desktop Support Technician Kavaliro - Orlando, FL April 2014 to October 2014 Provide operational and technical support to computer users. Install and configure personal computers, printers and peripheral equipment, provide support to clients through service desk calls and tickets. Imaging, OS and software installation and support. Support Microsoft SQL Server and application installations Support DHCP Scope, Printer and DNS Experienced in preparation, documentation and supporting for audits Checkpoint, Symantec and other security installed applications Technical Support Analyst Halifax Health - Daytona Beach, FL February 2009 to September 2013 Performed troubleshooting and resolved 10,000+ customer issues Assisted in operation and maintaining components of the enterprise Provided technical assistance to users via the Help Desk Logged reported problems and their resolutions using HEAT. Escalate and track to completion issues to the proper personnel Maintain user account information including rights, security and system groups. Active Directory infrastructure Instrumental in the installation of 300 computers and 200 peripherals for the newly constructed France Tower Responsible for training and mentoring of new Help Desk employees Owner/Operator E.S.S. Parent Teacher Store - Ormond Beach, FL May 2005 to September 2008 Established Retail Store selling Education products to Parents, Teachers and the Educational market Developed business systems for Product Ordering, Merchandising, Marketing Installed and Maintained POS Database, A/P, A/R Obtained all required State Licensing and Taxation requirements Autocad Designer Coastal Waterway Services Inc - Port Orange, FL March 2007 to September 2007 Designed Docks,

Boathouses, Marinas, Seawalls, and Revetments for commercial and residential applications  
Maintained state and local building and environmental codes for all designs      Aided in the  
application and licensing process Database Administrator/IT Support Industrial Design Corporation  
December 2003 to May 2005      Maintained CAD mainframe system database, plotters, network  
Supported system software, trouble shooting, problem solving, upgrades, testing and reliability  
Trained system Designers and Engineering end users      Served as technical consultant for daily  
operations Education Bachelors of Science in Information Systems Technology Daytona State  
College - Daytona Beach, FL December 2015 Associate of Science in Network Administration in  
Certificate Computer Engineering Technology Daytona State College - Daytona Beach, FL  
December 2009 Associate of Applied Science in Architectural Technology in Architectural  
Technology Dutchess Community College - Poughkeepsie, NY December 1985 Skills Active  
directory, Cisco, Citrix, Dfs, Dhcp Additional Information SKILLS      VMWare Instrastructure  
Administration      Systems Installation & Configuration, OS Upgrades      Data Center Hardware  
Rack/Stack and Configuration      Checkpoint Endpoint Configuration & Administration      TCP/IP,  
DHCP, DNS, DFS      Active Directory      Citrix Netscaler Configuration & Administration      OpenText  
Rightfax Configuration & Administration      Enterprise Printing Solutions Configuration &  
Administration      Dentrix Configuration & Administration      Cisco USC Configuration & Administration  
Server Patching and Vulnerability Remediation      PRTG Alert Remediation      Tivoli Storage  
Manager Configuration & Administration      Application Upgrades      Rubrik Configuration &  
Administration      Work in a fast paced, multi-faceted, high stress environment

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