Business Systems Consultant 3 - Patch Implementation Business Systems Consultant 3 - Patch Implementation Business Systems Consultant 3 - Patch Implementation Salt Lake City, UT Hard Worker, who believes in honesty and integrity. Good Social and interpersonal skills. Quick learner who always looks for opportunities to improve the quality and efficiency of service being provided. Always up for a challenge and good at handling stressful situations. Excellent troubleshooting and problem solving skills. More than 5 years of Enterprise IT experience. Trainings And Certifications CCNA Routing & Switching Boot-camp - Rivan It Sytems November 2015 Certified Cisco Network Associate (CCNA) - January 2016 Lean Six Sigma - Yellow Belter Work Experience Business Systems Consultant 3 - Patch Implementation Wells Fargo EGS, LLC January 2019 to May 2019 January 2019 - May 2019 Develops Patching Plan to support monthly vendor patches to all systems. Responsible for identifying enhancements, defining requirements, and assisting leadership in the prioritizing, development, testing, and implementation. Supports system patching test lab and tests for unintended consequence of system performance. Communicates results, status, and actions effectively. Ensures that the end-to-end Patch Management workflow, processes, and procedures adhere to Security policies and standards. Implement software patches/upgrades to all servers. Baker Mckenzie Global Services Manila October 2016 to January 2019 Performed diagnostics and troubleshooting of system issues and resolutions. Created, deployed and maintained desktop/laptop imaging using SCCM. Performed, maintained and verified backups and restores for local site. Systems used were Symantec Backup Exec and EMC Avamar Backup. Provided mobile device support for smart phone and tablet devices. Support included application, wireless and email configurations for Blackberry, iPhone and iPad devices using Mobile Iron. Provided personal support via phone and remote access for issues such as network connectivity. Managed accounts on the Windows 2003 domain. Administered VMM/VSphere, Windows 2003, 2008, 2008 r2, 2012 r2, 2016 servers, EMC avamar, SCCM, SCOM, and Mobile Iron. Developed and implemented disaster recovery procedures. Responded to the needs and questions of network users concerning their access to resources on the network and Responded to the needs and questions of network users concerning their access to resources on

the network and the operation of various software packages.   Supported hands on system Failovers for software upgrades to Monitoring Infrastructure   Managed team ticketing system (BakerAssyst) to ensure incidents and change requirements are fulfilled following   security guidelines within proper timeframes   Trained and coach appropriate people and new team members including in application of methodologies and processes.   Planned and implemented the successful migration of standalone server to virtual machine.   Administered privileged level security access for Windows servers and file shares,   Implemented software patches/upgrades to all servers.   Reset passwords and/or locked user Windows domain accounts with Active Directory when required. JR System Network Administrator GHL Systems Philippines April 2016 to August 2016   Maintenance of Server's   Provide Support to clients regarding Network Configuration of the router   System backups and recovery   Configure Network Systems   Evaluate and install patches   Install hardware and software   Managing windows server 2003, 2008 r2, 2012 r2   Configure Avaya Phone   Maintain user accounts and data files Technical Support Engineer/Associate Network Engineer The Medical City February 2014 to November 2015 February 2014 - November 2015   Network Configuration   Printer Configuration/Troubleshoot   Support User's using SQL Troubleshooting PC, Laptop and other Hardware Components   Support User's in Microsoft Exchange   Support User's in Office 365   Investigate technical aspects and root cause of problems   Installation and configuration of workstations   Implement best practices in developing technical solutions   Configure users in a Microsoft Domain Environment   Retrieve data for analysis of system capabilities.   Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security   Basic remote access solution implementation and support: VPN, and Terminal Service   Analyses existing systems to identify flaws or inefficiencies and use problem-solving skills Education Bachelor's in Computer Engineering Adamson University October 2013 Skills VIRTUAL MACHINE (3 years), CHANGE MANAGEMENT (3 years), CONFIGURATION MANAGEMENT (3 years), MICROSOFT OFFICE (4 years), MS OFFICE (5 years) Links https://badges.wes.org/Evidence?i=636649d7-4651-4c01-9ec0-0a248ba29eca&type=us   Additional Information Professional Skills Server Support Advanced System Configuration Advanced Server

Configuration Advanced   Microsoft office Advanced   Virtual Server Advanced   Virtual Machine Advanced Software Configuration Management Intermediate Vulnerability Assessment Advanced

WES   Equivalency

https://badges.wes.org/Evidence?i=636649d7-4651-4c01-9ec0-0a248ba29eca&type=us

Name: Brandi Mcdonald

Email: petershort@example.net

Phone: 464.491.6785