SYSTEMS ENGINEER SYSTEMS ENGINEER Systems Administrator Humble, TX Work Experience SYSTEMS ENGINEER PENNCOMP INC January 2019 to Present   Provide Tier 3 support for applications and infrastructure for company's clients via on-site and remote support.   Responsible for Active Directory, Exchange, Office 365, anti-virus and cloud backup management and maintenance for the company's clients.   Monitor servers, workstations, and network equipment for proper functionality remotely thru site-maintenance procedures. SYSTEMS ENGINEER IT MATTERS INC October 2015 to March 2018   Evaluate client networks and assist in configuring environment for optimal performance.   Assist with the network, server, and desktop support on-site and remotely for more than 100 clients.   Responsible for Active Directory, Exchange, anti-virus and cloud backup management and maintenance for the company's clients.   Monitor servers, workstations, and network equipment for proper functionality and maintain computer security systems to protect information resources from unauthorized access and from accidental or deliberate destruction. IT Supervisor ALEGIS REVENUE GROUP November 2013 to October 2015 Reporting directly to the Chief Operating Officer, and responsible for a team of 4 members to support 240 users locally and in 2 remote sites.   Oversight of day-to-day and weekly execution of projects and routine tasks of team members.   In charge of negotiation and coordinating activities with vendors for installations and upgrades of hardware, software, telecommunications equipment.   Coordinate the planning, installation, testing, and maintenance of equipment and software products.   Responsible for the development, implementation and testing of the disaster recovery system, including implementing security requirements, updates and procedures.   Responsible for managing the support and reporting on security incidents and issues on all devices to upper management. ALEGIS REVENUE GROUP June 2012 to October 2015 Network Administrator ALEGIS REVENUE GROUP June 2012 to November 2013   Configure, manage, and troubleshoot 16 Windows-based servers in a virtual environment using VMWare.   Responsible for Active Directory, Exchange, anti-virus and cloud backup management and maintenance.   Perform daily system monitoring of servers verifying the integrity and availability of all server resources.   Responsible for coordinating and creating point to point tunneling between company and clients using Cisco ASA, to access

client's applications. Improved network security by installing Untangle Web filter and Spam filter, applying patches and vigilant monitoring to verify network meet HIPAA standards. Provide technical support to more than 200 employees, locally and remote. Configure and install computer equipment including software, hardware, and peripherals for new employees. TECHNICAL SUPPORT ANALYST CENTRADA SOLUTIONS October 2010 to June 2012 Serve as the main point of contact for the company's client Hotel Zaza Houston and Hotel Zaza Dallas. Provide technical support for over 45 hotel staff members. Configure and install computer equipment including software, hardware, and peripherals for new employees. Maintain and support 14 Windows-based servers, network, and application infrastructure (e.g. LAN/WAN, firewalls, routers, systems security, the email system). Assist with Active Directory and Exchange-related issues for local and remote users. Responsible for systems backups using Symantec Backup Exec. Review daily firewall logs provided by Trustwave, to verify network meets PCI standards. VIP Support Specialist BBVA COMPASS August 2009 to October 2010 Provide technical support for 25 executive level employees and assistants. Serve as the main point of contact for technical support for the Chief Executive Officer. Configure and install computer equipment including software, hardware, and peripherals for new employees. Perform testing of new hardware and software applications for executive employee computer equipment. Assist in creating department procedures and reports as needed. Systems Administrator BBVA COMPASS February 2008 to August 2009 Maintain and support 14 Windows-based servers, including daily backups. Provide technical support to 30 employees, locally and remote. Configure and install computer equipment including software, hardware, and peripherals for new employees. Perform daily review of system logs to ensure network security to meet PCI standards. Systems Administrator BBVA COMPASS November 2005 to February 2008 Provide technical support to 40 staff members, including executive level employees. Configure and install computer equipment including software, hardware, and peripherals for and new employees. Maintain and support 5 Windows-based servers, including daily backups. Assist in negotiation and coordinating activities with vendors including installations and upgrades of hardware, software, telecommunications equipment.

Setting up of conference facilities (video and teleconference), and providing technical support as needed. Education diploma in Network Engineering and Management Computer Learning Center 1999 to 2000 Skills Active directory, Cisco, Dns, Exchange, Tcp/ip, Virtualization, Vlan, Visio, Dhcp, Tcp, Vmware, Vpn, Cisco asa, Access control, Firewall, Hyper-v, Symantec, Avaya, Mitel, Voip, System Administrator, System Admin Assessments Technical Support   Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/fmnw2turp5qu5kur Basic Computer Skills: PC   Expert August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/2-dm4p03exen-tn4 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Technical Skills   Connectivity Hardware: Cisco ASA 5500, HP ProCurve series switches.   Network Technologies: WAN, LAN, TCP/IP, SSH, VLAN, VPN, Tunneling, Network Address Translation (NAT), Access Control List (ACL), Untangle Web Filter.   Firewall: Cisco Firewall ASA series, SonicWALL SOHO.   Microsoft Operating Systems: Windows XP/2000/7/8 and Windows 10, Windows Server 2003/2008R2/2012.   Services: Active Directory, Exchange, DNS, DHCP, and Group Policy, Web Server, File Server, Print Server. Virtualization: VMware, Hyper-V, & Virtualbox.   Applications: Office 365, MS Office Suites, Adobe Acrobat, MS Visio.   Anti-Virus: ESET, Trend Micro and Symantec.   Monitoring and Support Tools: Solar winds, LanSweeper, Untangle, Dame Ware NT Utilities Windows Server Update Services (WSUS).   Voice Technologies: VoIP, Mitel, and Avaya IP Phone systems.

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